HP Photosmart C4500 All-in-One series

# Windows Help

# HP Photosmart C4500 All-in-One series

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# 1 HP Photosmart C4500 All-in-One series Help

For information about the HP All-in-One, see:


- “HP All-in-One overview” on page 5
- “Find more information” on page 9
- “Connection information” on page 11
- “How do I?” on page 27
- “Load originals and load paper” on page 29
- “Print from your computer” on page 43
- “Use the photo features” on page 63
- “Use the scan features” on page 67
- “Use the copy features” on page 71
- “Maintain the HP All-in-One” on page 79
- “Shop for ink supplies” on page 97
- “HP warranty and support” on page 237
- “Technical information” on page 243

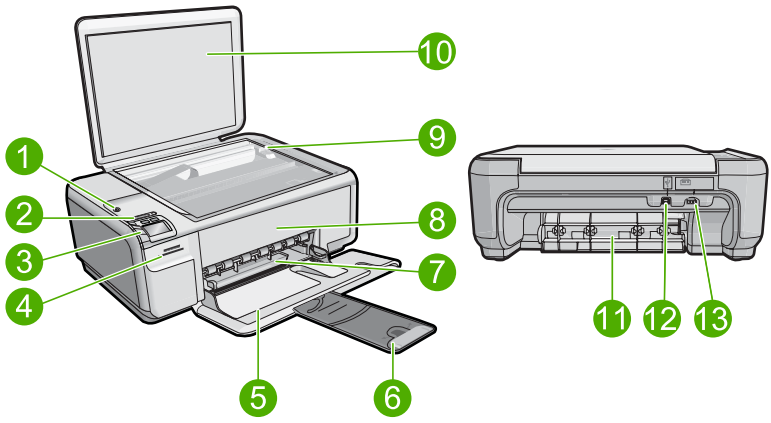
# 2 HP All-in-One overview

Use the HP All-in-One to print documents or photos from your computer, print photos directly from a memory card, scan documents or photos, or make copies. HP papers that are specifically designed for the type of project you are printing produce the best results.

This section contains the following topics:


- The HP All-in-One at a glance
- Control panel features
- Menu overview
- Use the HP Photosmart Software


## The HP All-in-One at a glance




| Label | Description |
|---|---|
| **1** | On button |
| **2** | Wireless network indicator light and button |
| **3** | Control panel |
| **4** | Memory card slots |
| **5** | Input tray |
| **6** | Paper tray extender (also referred to as the tray extender) |
| **7** | Paper-width guide |
| **8** | Print cartridge door |
| **9** | Glass |
| **10** | Lid backing |

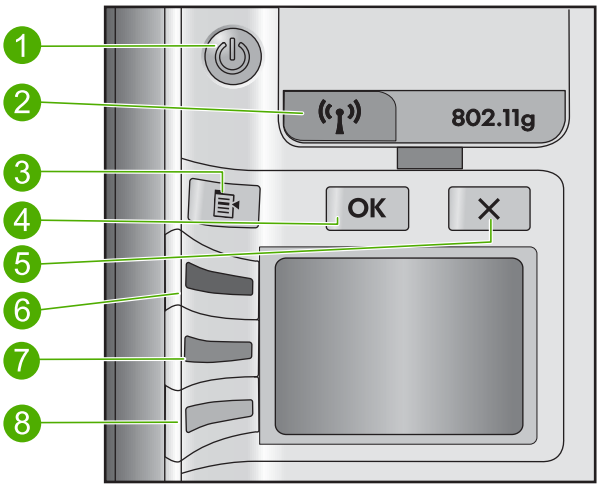
(continued)

| Label | Description |
|---|---|
| **11** | Rear door |
| **12** | Rear USB port |
| **13** | Power connection* |

* Use only with the power adapter supplied by HP.

## Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.




| Label | Icon | Name and Description |
|---|---|---|
| **1** | | On: Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, and then unplug the power cord. |
| **2** | | Wireless: Opens the Wireless menu. By default, the wireless feature is off. When turned on, it enables wireless printing and scanning. |
| **3** | | Settings: Opens the Photo settings menu when a memory card is inserted. Otherwise, this button opens the Copy settings menu. |
| **4** | OK | **OK**: Confirms the copy or photo settings. In certain situations (for example, after clearing a paper jam), this button resumes printing. |
| **5** | X | Cancel: Stops a task (such as scanning or copying) or resets settings (such as **Quality**, **Size**, and **Copies**). |

(continued)

| Label | Icon | Name and Description |
|---|---|---|
| 6 | | By default, this button is labelled **Scan/Reprint** and opens the **Scan/Reprint** menu. When a photo is shown on the display, this button advances to the next photo on the memory card. When the Copy or Photo settings menu is open, this button the changes copy or print settings. |
| 7 | | By default, this button is labelled **Start Copy Black** and starts a black-and-white copy. When a photo is shown on the display, this button advances to the previous photo on the memory card. When the Copy or Photo settings menu is open, this button changes copy or print settings. |
| 8 | | By default, this button is labelled **Start Copy Color** and starts a color copy. When a photo is shown on the display, this button initiates a print job. When the Copy or Photo settings menu is open, this button changes copy or print settings. |

# Menu overview

The following topics provide a quick reference to top-level menus that appear on the HP All-in-One display.

- Default Menu
- Scan/Reprint Menu
- Settings Menu
- Wireless Menu

## Default Menu

The following options are available on the display by default.

**Scan/Reprint**
**Start Copy Black**
**Start Copy Color**

## Scan/Reprint Menu

The following options are available when you press the button next to **Scan/Reprint**.

**Scan to PC**
**Scan to Print**

## Settings Menu

The following options are available if you press the Settings button when a memory card is inserted in the HP All-in-One.

**Print Size**
**Borderless**
**Prints**

The following options are available if you press the Settings button when there is no memory card inserted in the HP All-in-One.

| |
|---|
| **Quality** |
| **Size** |
| **Copies** |

### Wireless Menu

The following options are available when you press the Wireless button.

| |
|---|
| **Enable Wireless** |
| **Wireless Settings** |
| **Signal Strength** |

## Use the HP Photosmart Software

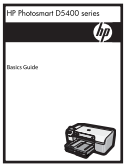
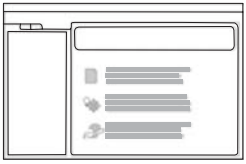
The HP Photosmart Software provides a fast and easy way to make prints of your photos. It also provides access to other basic HP imaging software features, such as saving and viewing your photos.

For more information on using the HP Photosmart Software:

- Check the **Contents** panel on the left. Look for the **HP Photosmart Software Help contents** book at the top.
- If you do not see the **HP Photosmart Software Help contents** book at the top of the **Contents** panel, access the software help through the HP Solution Center.

# 3 Find more information

You can access a variety of resources, both printed and onscreen, that provide information about setting up and using the HP All-in-One.

| | |
|---|---|
| | **Start Here guide**<br>The Start Here guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Start Here guide in order.<br>If you have problems during setup, check the Start Here guide for troubleshooting information, or see "Troubleshooting" on page 99 in this onscreen Help. |
|  | **Basics Guide**<br>The Basics Guide contains an overview of the HP All-in-One, including step-by-step instructions for basic tasks, troubleshooting tips, and technical information. |
| | **HP Photosmart animations**<br>The HP Photosmart animations, located in the relevant sections of the onscreen Help, show you how to complete key tasks on the HP All-in-One. You will learn how to load paper, insert a memory card, replace the print cartridges, and scan originals. |
|  | **Onscreen Help**<br>The onscreen Help provides detailed instructions on using all features of the HP All-in-One.<br>• The **How Do I?** section provides links so you can quickly find information on performing common tasks.<br>• The **HP All-in-One overview** section provides general information about the main features of the HP All-in-One.<br>• The **Troubleshooting** section provides information about resolving errors you might encounter with the HP All-in-One. |
| | **Readme**<br>The Readme file contains the most recent information which might not be found in other publications.<br>Install the software to access the Readme file. |
| www.hp.com/support | If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information. |

# 4 Connection information

The HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also connect the HP All-in-One to a wireless network or use printer sharing to share the device over an existing home network.

This section contains the following topics:


- Supported connection types
- USB connection
- Network connection


## Supported connection types

The following table contains a list of supported connection types.

| Description | Recommended number of connected computers for best performance | Supported software features | Setup instructions |
|---|---|---|---|
| USB connection | One computer connected with a USB cable to the rear USB 2.0 High Speed port on the HP All-in-One. | All features are supported. | Follow the Start Here guide for detailed instructions. |
| Integrated wireless WLAN 802.11 connection | Up to five computers connected using a wireless router (infrastructure mode).<br>One computer (ad hoc mode). | All features are supported. | Follow instructions in "Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network" on page 12. |
| Printer sharing | Up to five computers.<br>The host computer must be on at all times in order to print from the other computers. | All features resident on the host computer are supported. Only printing is supported from the other computers. | Follow the instructions in "USB connection" on page 11. |

## USB connection

The HP All-in-One supports a rear USB 2.0 High Speed port for connection to a computer.

If you use a USB cable to connect the HP All-in-One to a computer on a network, you can set up printer sharing on your computer. This enables other computers on the network to print to the HP All-in-One, using your computer as the host.

The **host** computer (your computer, connected directly to the HP All-in-One by a USB cable) has full software functionality. Other computers, which are referred to as the **clients**, have access only to the print features. HP recommends upto 5 computers for the best performance. You must perform other functions from the host computer or from the control panel on the HP All-in-One.

**To connect the product with the USB cable**

▲ Refer to the Start Here guide that came with your product for information on connecting to a computer with a USB cable.

**NOTE:** Do not connect the USB cable to the product until you are prompted to do so.

**To enable printer sharing on a Windows computer**

▲ Refer to the user guide that came with your computer or see the Windows onscreen Help.

# Network connection

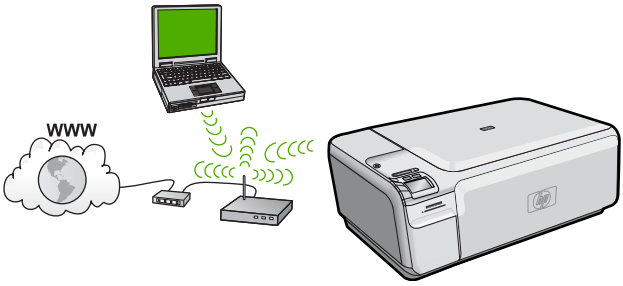
This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

| If you want to: | See this section: |
|---|---|
| Connect to a wireless network with a wireless router (infrastructure). | "Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network" on page 12 |
| Connect directly to a wireless-capable computer without a wireless router (ad-hoc). | "Connect to a wireless ad hoc network" on page 17 |
| Add connections to more computers on the network. | "Connect to additional computers on a network" on page 17 |
| Change the HP All-in-One from a USB connection to a network connection.<br>**NOTE:** Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to a wireless network connection. | "Change the HP All-in-One from a USB connection to a network connection" on page 18 |
| View or change the network settings. | "Manage your network settings" on page 18 |
| Find troubleshooting information. | "Network troubleshooting" on page 109 |
| Learn what a specific networking term means. | "Network glossary" on page 24 |

## Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network

The HP All-in-One uses an internal networking component that supports a wireless network.

For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the product and the other network elements. When network elements are connected through a wireless router or access point, this is called an **infrastructure** network.




The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance
- Shared Broadband Internet access

| To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following: | See this section: |
|---|---|
| First, collect all of the required materials. | "What you need for an integrated wireless WLAN 802.11 network" on page 13 |
| Next, install the software and connect the HP All-in-One to the wireless router. | "Connect to an integrated wireless WLAN 802.11 network" on page 13 |

### What you need for an integrated wireless WLAN 802.11 network

To connect the HP All-in-One to an integrated wireless WLAN 802.11 network, you will need the following:

- ❑ A wireless 802.11 network that includes a wireless router or access point.
- ❑ A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP All-in-One on.
- ❑ Broadband Internet access (recommended) such as cable or DSL.
  If you connect the HP All-in-One on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- ❑ Network name (SSID).
- ❑ WEP key or WPA Passphrase (if needed).
- ❑ A standard USB cable to connect temporarily for transferring wireless settings.

### Connect to an integrated wireless WLAN 802.11 network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One to your wireless network.

△ **CAUTION:** To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically the manufacturer name. If you use the default network name, your network can be easily accessed by other users using the same default network name (SSID). It also means that the HP All-in-One might accidently connect to a different wireless network in your area which uses the same network name. If this happens you will not be able to access the HP All-in-One. For more information on how to change the network name, see the documentation that came with your wireless router.

**To connect the product**

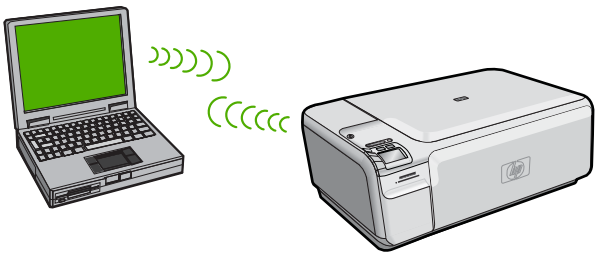
1. Insert the product Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.
   When you are prompted, connect the product to the computer using the USB setup cable included in the box. The product will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the product connects successfully to the network, install the software on each computer that will use the product over the network.

**Related topics**

- “Print the wireless network test” on page 19
- “Network troubleshooting” on page 109
- “Connect to additional computers on a network” on page 17

## Wireless ad hoc network setup

Use this section if you want to connect the HP All-in-One to a wireless-capable computer without using a wireless router or access point.



There are two methods you may use to connect the HP All-in-One to your computer using an ad hoc wireless network connection. Once connected, you can install the HP All-in-One software.

▲ Turn on the wireless radio for the HP All-in-One and the wireless radio on your computer. On your computer, connect to the network name (SSID) **hpsetup**, which is the default ad hoc network created by the HP All-in-One.

OR

- Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, insert the installation CD that came with the product and install the software. Connect to the ad hoc network profile you created on your computer.

**NOTE:** An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer. However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point.

| To set up the HP All-in-One on a wireless ad hoc network, you need to do the following: | See this section: |
|---|---|
| First, collect all of the required materials. | "What you need for an ad hoc network" on page 15 |
| Next, prepare your computer by creating a network profile. | "Create a network profile for a Windows Vista or Windows XP computer" on page 15<br>"Create a network profile for other operating systems" on page 16 |
| Finally, install the software and connect to the appropriate network profile. | "Connect to a wireless ad hoc network" on page 17 |

### What you need for an ad hoc network

To connect the HP All-in-One to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile.

### Create a network profile for a Windows Vista or Windows XP computer

Prepare your computer for an ad hoc connection by creating a network profile.

#### To create a network profile

**NOTE:** The product comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.

5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
   a. In **Network name (SSID)** box, type in a unique network name of your choice.

      **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

   b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
   c. In the **Data encryption** list, select **WEP**.

      **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

   d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
   e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)
      Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
   f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

      **NOTE:** You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the product, the wireless connection will fail.

   g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.
   h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
   i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
   j. Click **OK** again to close the **Wireless Network Properties Connection** window.

**Related topics**

- “Network glossary” on page 24
- “Connect to a wireless ad hoc network” on page 17

### Create a network profile for other operating systems

If you have an operating system other than Windows Vista or Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

- **Network name (SSID)**: Mynetwork (example only)

  **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

- **Communication mode**: Ad Hoc
- **Encryption**: enabled

### Connect to a wireless ad hoc network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One directly to your computer for an ad-hoc wireless network.

**To connect the product**

1. Insert the product Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.
   When you are prompted, connect the product to the computer using the USB setup cable included in the box. The product will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the product connects successfully to the network, install the software on each computer that will use the product over the network.

**Related topics**


- "Print the wireless network test" on page 19
- "Network troubleshooting" on page 109
- "Connect to additional computers on a network" on page 17


## Connect to additional computers on a network

You can connect the HP All-in-One to more than one computer on a small network of computers. If the HP All-in-One is already connected to a computer on a network, for each additional computer you must install the HP All-in-One software. During installation of a wireless connection, the software will discover the SSID (network name) of the existing network. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.

**To install the Windows HP All-in-One software on additional networked computers**

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
   The **Searching** screen appears as the Setup program searches for the HP All-in-One on the network.

5. On the **Printer Found** screen, verify that the printer description is correct.
   If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP All-in-One you want to connect.
6. Follow the prompts to install the software.
   When you have finished installing the software, the HP All-in-One is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP All-in-One.

**Related topics**

"Network troubleshooting" on page 109

## Change the HP All-in-One from a USB connection to a network connection

If you first install the HP All-in-One with a USB connection, you can later change to a wireless network connection. If you already understand how to connect to a network, you can use the general directions below.

**NOTE:** For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect the HP All-in-One.

**To change a USB connection to an integrated wireless WLAN 802.11 connection**

1. Unplug the USB connection from the back of the product.
2. Insert the product CD in the computer CD-ROM drive.
3. Follow the onscreen instructions for a wireless network installation.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

For more detailed instructions on connecting the HP All-in-One to a network, see:

- "Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network" on page 12
- "Connect to a wireless ad hoc network" on page 17

## Manage your network settings

You can manage network settings for the HP All-in-One through the HP All-in-One control panel.

This section contains the following topics:

- Change basic network settings from the control panel
- Network configuration page definitions

### Change basic network settings from the control panel

The HP All-in-One control panel enables you to perform a variety of network management tasks. This includes printing the network settings, restoring the network defaults, turning the wireless radio on and off, and printing a wireless network test.

This section contains the following topics:

- Print network settings
- Restore network defaults
- Turn the wireless radio on and off
- Print the wireless network test

### Print network settings

You can print a network configuration page to see network settings such as the IP address, communication mode, and network name (SSID).

#### To print the network configuration page

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Print Network Configuration Page** is highlighted, and then press **OK**.

#### Related topics

“Network configuration page definitions” on page 20

### Restore network defaults

You can reset the network settings to what they were when you purchased the HP All-in-One.

#### To restore network defaults

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Restore Network Defaults** is highlighted, and then press **OK**.
3. Confirm that you want to restore the network defaults.

### Turn the wireless radio on and off

The wireless radio is off by default, but when you install the software and connect the HP All-in-One to the network, the wireless radio is turned on automatically. The blue light on the front of the HP All-in-One indicates that the wireless radio is on. In order to stay connected to a wireless network, the radio must stay on. However, if the HP All-in-One is connected directly to a computer with a USB connection, the radio is not used. In this case you might want to turn the radio off.

#### To turn the wireless radio on and off

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Turn Radio On** or **Turn Radio Off** is highlighted, and then press **OK**.

### Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. If an issue is detected, a recommendation on how to correct the issue will be included on the printed report. You can print the wireless network test at any time.

**To print the wireless test report**

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Wireless Network Test** is highlighted, and then press **OK**.
   The **Wireless Network Test** prints.

**Related topics**

"Network troubleshooting" on page 109

### Network configuration page definitions

The network configuration page shows the network settings for the HP All-in-One. There are settings for general information and 802.11 wireless.

This section contains the following topics:

- General network settings
- Wireless (802.11) network settings

**Related topics**

- "Print network settings" on page 19
- "Network glossary" on page 24

#### General network settings

The following table describes the general network settings shown on the network configuration page.

| Parameter | Description |
|---|---|
| Network Status | Status of the HP All-in-One:<br>• **Ready**: The HP All-in-One is ready to receive or transmit data.<br>• **Offline**: The HP All-in-One is not currently connected to the network. |
| Active connection type | Network mode of the HP All-in-One:<br>• **Wireless**: The HP All-in-One is connected to a wireless (802.11) network.<br>• **None**: There is no network connection. |
| URL | The IP address of the Embedded Web Server.<br>**NOTE:** You will need to know this URL when you try to access the Embedded Web Server. |
| Firmware Revision | The internal networking component and device firmware revision code.<br>**NOTE:** If you call HP Support, depending on the problem, you might be asked to provide the firmware revision code. |
| Hostname | The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address. |

(continued)

| Parameter | Description |
|---|---|
| Admin Password | Status of the administrator's password for the Embedded Web Server:<br>• **Set**: Password is specified. You must enter the password to make changes to the Embedded Web Server parameters.<br>• **Not Set**: No password is set. A password is not required for making changes to the Embedded Web Server parameters. |
| mDNS | Some local and ad hoc networks do not use central DNS servers. They use a DNS alternative called mDNS.<br>With mDNS, your computer can find and use any HP All-in-One connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network. |



### Wireless (802.11) network settings

The following table describes the 802.11 wireless settings shown on the network configuration page.

| Parameter | Description |
|---|---|
| Hardware Address (MAC) | The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including wireless access points, routers, and other such products. No two pieces of hardware have the same MAC address. Two MAC addresses are assigned: one for wired Ethernet and one for wireless 802.11.<br>**NOTE:** Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation. |
| IP Address | This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.<br>**NOTE:** Manually assigning an invalid IP address during installation will prevent your network components from seeing the HP All-in-One. |
| Subnet Mask | A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the product itself.<br>**NOTE:** It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet. |
| Default Gateway | A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other product.<br>**NOTE:** The address of the default gateway is assigned by the installation software. |
| Configuration Source | The protocol used to assign the IP address to the HP All-in-One:<br>• **AutoIP**: The installation software automatically determines the configuration parameters.<br>• **DHCP**: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. |

(continued)

| Parameter | Description |
|---|---|
| | • **Manual**: The configuration parameters are set manually, such as a static IP address.<br>• **Not Specified**: The mode used when the HP All-in-One is initializing. |
| DNS server | The IP address of the domain name service (DNS) for the network. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Products use the IP addresses to refer to one another.<br>• **IP Address**: The IP address of the domain name server.<br>• **Not Specified**: The IP address is not specified, or the device is initializing.<br>**NOTE:** Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP). |
| Wireless Status | Status of the wireless network:<br>• **Connected**: The HP All-in-One is connected to a wireless LAN and everything is working.<br>• **Disconnected**: The HP All-in-One is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), the HP All-in-One is out of range, or an Ethernet cable is plugged in and connected to an active network.<br>• **Disabled**: The radio is turned off.<br>• **Not applicable**: This parameter does not apply to this network type. |
| Communication Mode | An IEEE 802.11 networking framework in which devices or stations communicate with each other:<br>• **Infrastructure**: The HP All-in-One communicates with other network devices through a wireless access point, such as a wireless router or base station.<br>• **Ad hoc**: The HP All-in-One communicates directly with each device on the network. No wireless router or access point is used. This is also called a peer-to-peer network.<br>• **Not applicable**: This parameter does not apply to this network type. |
| Network Name (SSID) | Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected. |
| Signal Strength (1-5) | The transmitting or return signal graded on a scale of 1 to 5:<br>• **5**: Excellent<br>• **4**: Good<br>• **3**: Fair<br>• **2**: Poor<br>• **1**: Marginal<br>• **No signal**: No signal detected on the network.<br>• **Not applicable**: This parameter does not apply to this network type. |
| Channel | The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel |

(continued)

| Parameter | Description |
|---|---|
| | number. Value is from 1 to 14; countries/regions might limit the range of approved channels.<br>• **(number)**: Value ranging from 1 to 14, depending on country/region.<br>• **None**: No channel is in use.<br>• **Not Applicable**: The WLAN is disabled or this parameter does not apply to this network type.<br>**NOTE:** In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP All-in-One, make sure that you are using the same communication channel on your computer and the HP All-in-One. In infrastructure mode, the channel is dictated by the access point. |
| Authentication type | Type of authentication in use:<br>• **None**: No authentication in use.<br>• **Open System** (ad hoc and infrastructure): No authentication<br>• **Shared Key**: WEP key is required.<br>• **WPA-PSK** (infrastructure only): WPA with Pre-Shared Key.<br>• **Not applicable**: This parameter does not apply to this network type.<br>Authentication verifies the identity of a user or product before granting access to the network, making it more difficult for unauthorized users to access network resources. This security method is common on wireless networks.<br>A network using **Open System** authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers.<br>A network using **Shared Key** authentication provides increased security by requiring users or products to identify themselves with a static key (a hexadecimal or alphanumeric string). Every user or product on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption.<br>A network using server-based (**WPA-PSK**) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or product requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server. |
| Encryption | The type of encryption in use on the network:<br>• **None**: No encryption is in use.<br>• **64-bit WEP**: A 5-character or 10-hex-digit WEP key is in use.<br>• **128-bit WEP**: A 13-character or 26-hex-digit WEP key is in use.<br>• **WPA-AES**: Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies.<br>• **WPA-TKIP**: Temporal Key Integrity Protocol, an advanced encryption protocol, is in use.<br>• **Automatic**: AES or TKIP is in use.<br>• **Not applicable**: This parameter does not apply to this network type.<br>WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks. |

(continued)

| Parameter | Description |
|---|---|
| Access Point HW Address | The hardware address of the wireless router or access point on the network to which the HP All-in-One is connected:<br>• **(MAC address)**: The unique MAC (Media Access Control) hardware address of the access point.<br>• **Not applicable**: This parameter does not apply to this network type. |
| Total Packets transmitted | The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data. |
| Total Packets received | The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. |

## Network glossary

| | |
|---|---|
| access point | A network router that has wireless capability. |
| ASCII | American Standard Code for Information Interchange. The standard for numbers used by computers to represent all the uppercase and lowercase Latin letters, numbers, punctuation, etc. |
| AutoIP | A feature of the installation software, which determines the configuration parameters of devices on the network. |
| DHCP | Dynamic Host Configuration Protocol. A server on the network that supplies configuration parameters to devices on the network. On small networks, this could be a router. |
| DNS | Domain Name Service. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. |
| DNS-SD | See DNS. The SD portion stands for Service Discovery. This is part of a protocol developed by Apple that enables automatic discovery of computers, devices, and services on IP networks. |
| DSL | Digital Subscriber Line. A high-speed connection to the Internet. |
| Ethernet | The most common local network technology that connects computers using copper cabling. |
| Ethernet cable | The cable used to connect network elements in a wired network. The CAT-5 Ethernet cable is also known as a straight-through cable. When using an Ethernet cable, the network elements must be attached to a router. An Ethernet cable uses an RJ-45 connector. |
| EWS | Embedded Web Server. A browser-based utility that provides a simple way to manage the HP All-in-One. You can monitor status, configure HP All-in-One networking parameters, or access HP All-in-One features. |
| Gateway | A computer or other device, such as a router, that serves as an entrance to the Internet or another network. |

(continued)

| | |
|---|---|
| HEX | Hexadecimal. The base 16 numbering system, which uses the digits 0-9 plus the letters A-F. |
| host computer | The computer at the center of a network. |
| Hostname | The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address. |
| hub | No longer commonly used in modern home networks, a hub takes its signal from each computer and sends it to all of the other computers connected to the hub. Hubs are passive; other devices on the network plug into the hub in order to communicate with one another. A hub does not manage the network. |
| IP address | A number that uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. |
| MAC address | Media Access Control (MAC) address that uniquely identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification. No two pieces of hardware have the same MAC address. |
| network name | The SSID or network name identifies a wireless network. |
| NIC | Network Interface Card. A card on your computer that provides an Ethernet connection so that you can connect your computer to a network. |
| RJ-45 connector | The connector on the ends of an Ethernet cable. Although standard Ethernet cable connectors (RJ-45 connectors) look similar to standard telephone cable connectors, they are not interchangeable. An RJ-45 connector is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts. |
| router | A router provides a bridge between two or more networks. A router can link a network to the Internet, link two networks and connect both to the Internet, and help secure networks through the use of firewalls and assigning dynamic addresses. A router can also act as a gateway, while a switch cannot. |
| SSID | The SSID or network name identifies a wireless network. |
| switch | A switch makes it possible for several users to send information over a network at the same time without slowing each other down. Switches allow different nodes (a network connection point, typically a computer) of a network to communicate directly with one another. |
| WEP | Wired Equivalent Privacy (WEP) is a type of encryption used for wireless network security. |
| WPA | Wi-Fi Protected Access (WPA) is a type of encryption used for wireless network security. WPA offers greater security than WEP. |

# 5 How do I?

This section contains links to commonly performed tasks, such as sharing and printing photos and optimizing your print jobs.


- “How do I print 10 x 15 cm (4 x 6) inch borderless photos from a memory card?” on page 64
- “How do I make a borderless copy of a photo?” on page 74
- “How do I print borderless photos on 10 x 15 cm (4 x 6 inch) paper?” on page 50
- “How do I get the best print quality?” on page 46
- “How do I print on both sides of the paper?” on page 53
- “How do I make multiple copies of a document?” on page 72

# 6 Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. By default, the HP All-in-One is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper.

If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the automatic setting, you can manually set the paper size and type for print and copy jobs.

This section contains the following topics:

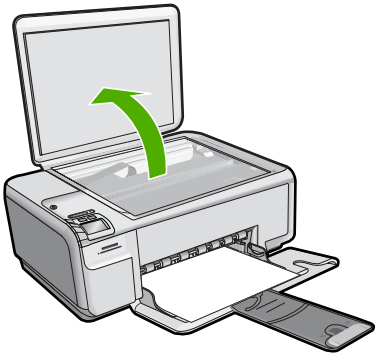

- Load originals
- Choose papers for printing and copying
- Load paper
- Avoid paper jams


## Load originals

You can copy or scan up to letter- or A4-size originals and thick publications by loading them on the glass.

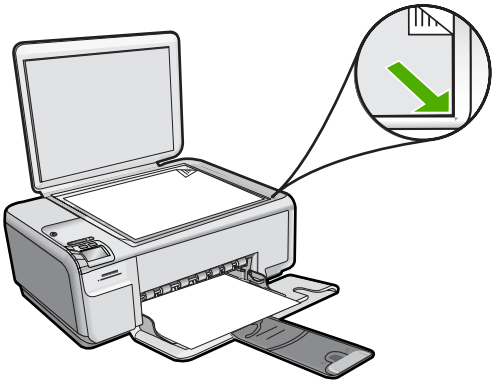
**To load an original on the glass**

1. Lift the lid to the open position.



2. Load your original print side down on the right front corner of the glass.

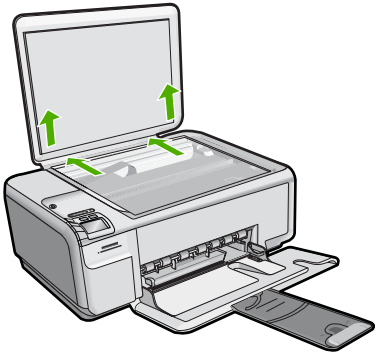
**TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.



3. Close the lid.

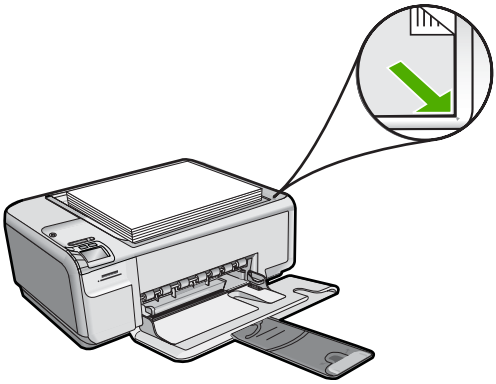
**To load a thick publication on the glass**

1. Lift the lid to the open position, grasp the sides of the lid, and then push the lid away from the product until it comes off.

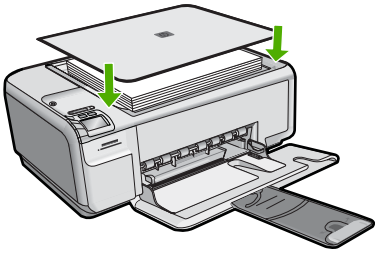


2. Load the thick publication print side down on the right front corner of the glass.

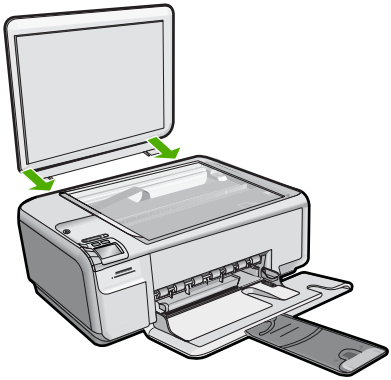
**TIP:** For more help on loading the thick publication, refer to the engraved guides along the edge of the glass.



3. Place the lid over the thick publication while you are copying or scanning.



4. When you finish copying or scanning, replace the lid by inserting the tabs on the lid back into the appropriate slots of the product.





## Choose papers for printing and copying

You can use different types and sizes of paper in the HP All-in-One. Review the following recommendations to get the best printing and copying quality. If you use plain or photo paper, the HP All-in-One can automatically detect the paper type and size. If you use other types of paper, change the paper type and size settings in the software.

This section contains the following topics:


- Recommended papers for printing and copying
- Recommended papers for printing only
- Papers to avoid


## Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. If you are printing photos, for example, load HP Premium or HP Premium Plus photo paper in the input tray.

The following is a list of HP papers you can use for copying and printing. Depending on your country/region, some of these papers might not be available.

### HP Premium Plus Photo Paper

HP Premium Plus Photo Papers are the best HP photo paper, with image quality and fade resistance superior to store-processed photos. They are ideal for printing your high-resolution images for framing or including in a photo album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the product.

### HP Premium Photo Paper

HP Premium Photo Papers are high-quality, glossy-finish or soft gloss-finish photo papers. They look and feel like store-processed photos and can be mounted under glass or in an album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the product.

### HP Advanced Photo Paper or HP Photo Paper

HP Advanced Photo Paper or HP Photo Paper is a sturdy, glossy photo paper that features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs) for printing or copying photos from the product. HP Advanced Photo Paper is marked on the nonprinting corners with the following symbol.

### HP Premium Inkjet Transparency Film

HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

### HP Premium Inkjet Paper

HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your highest-quality documents.

### HP Bright White Inkjet Paper

HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers.

### HP All-in-One Paper or HP Printing Paper

- HP All-in-One Paper is specifically designed for HP All-in-One products. It has an extra bright blue-white shade that produces sharper text and richer colors than ordinary multifunction papers.
- HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

**NOTE:** At this time, some portions of the HP Web site are available in English only.

## Recommended papers for printing only

Certain papers are supported only when you start the print job from your computer. The following list provides information about these papers.

If you want the best print quality, HP recommends using HP papers. Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

Depending on your country/region, some of these papers might not be available.

### HP Iron-On Transfers

HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

### HP Photo Greeting Cards, HP Premium Photo Cards, and HP Note Cards

HP Photo Greeting Cards, Glossy or Matte, HP Premium Photo Cards, and HP Note Cards enable you to make your own greeting cards.

### HP Brochure & Flyer Paper

HP Brochure & Flyer Paper (Gloss or Matte) is glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

### HP Premium Presentation Paper

HP Premium Presentation Paper gives your presentation a quality look and feel.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

**NOTE:** At this time, some portions of the HP Web site are available in English only.

### Papers to avoid

Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

**Papers to avoid for all print and copy jobs**

- Any size paper other than those listed in the printer software.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet products).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for the product. They can jam the product or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.

**Additional papers to avoid when copying**

- Envelopes.
- Transparency film other than HP Premium Inkjet Transparency Film.
- Iron-On Transfers.
- Greeting card paper.



## Load paper

This section describes the procedure for loading different types and sizes of paper into the HP All-in-One for your copies or printouts.

**NOTE:** After a copy or print job has started, the paper width sensor can determine whether the paper is Letter, A4, or a smaller size.

**TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

This section contains the following topics:

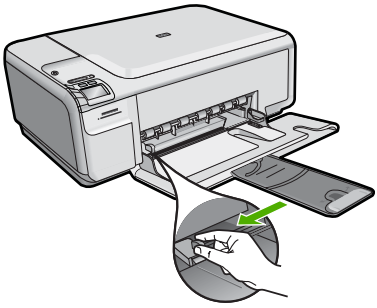

- Load full-size paper or small-size photo paper
- Load index cards
- Load envelopes
- Load other types of paper


### Load full-size paper or small-size photo paper

You can load many types and sizes of paper into the input tray of the HP All-in-One.

### To load full-size paper

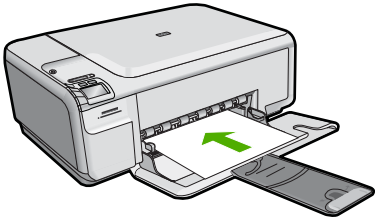
1. Slide the paper-width guide to its outermost position.



**NOTE:** If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way. When you use legal-size paper, leave the tray extender closed.

**TIP:** Tap a stack of paper on a flat surface to align the edges. Make sure all the paper in the stack is the same size and type and free of rips, dust, wrinkles, and curled or bent edges.

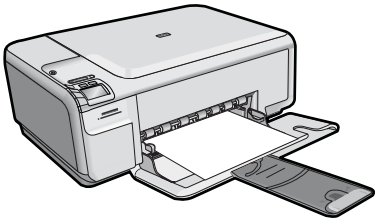
2. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



**CAUTION:** Make sure that the product is idle and silent when you load paper into the input tray. If the product is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.

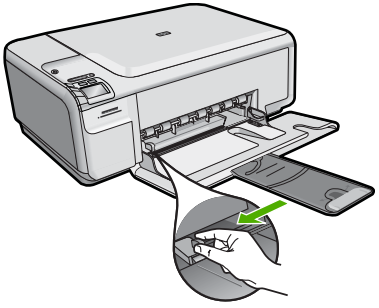
**TIP:** If you are using letterhead, insert the top of the page first with the print side down.

3. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.

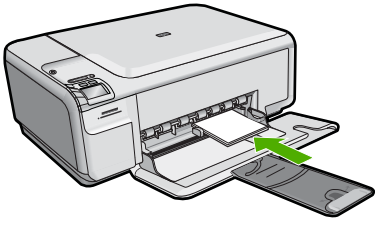


**To load small-size photo paper in the input tray**

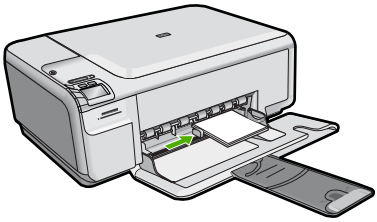
1. Slide the paper-width guide to its outermost position.



2. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.



3. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.

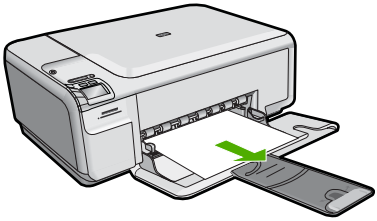


## Load index cards

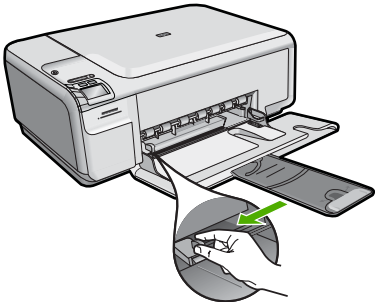
You can load index cards into the input tray of the HP All-in-One to print notes, recipes, and other text.

**To load index cards in the input tray**

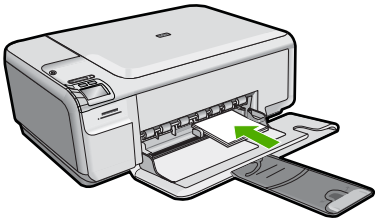
1. Remove all paper from the input tray.



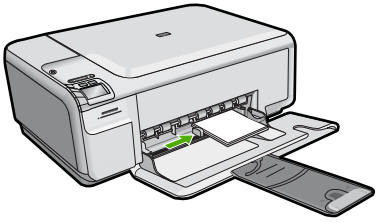
2. Slide the paper-width guide to its outermost position.



3. Insert the stack of cards into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of cards forward until it stops.



4. Slide the paper-width guide inward against the stack of cards until it stops.
   Do not overload the input tray; make sure the stack of cards fits within the input tray and is no higher than the top of the paper-width guide.



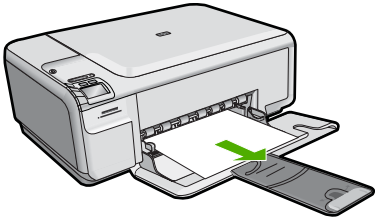
## Load envelopes

You can load one or more envelopes into the input tray of the HP All-in-One. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

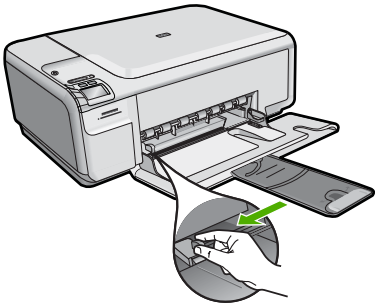
**NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

**To load envelopes**

1. Remove all paper from the input tray.

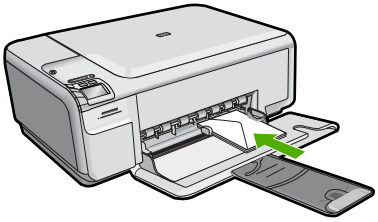


2. Slide the paper-width guide to its outermost position.

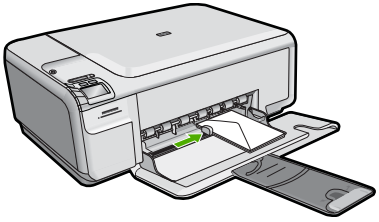


3. Insert one or more envelopes into the far-right side of the input tray, with the envelope flaps on the left and facing up. Slide the stack of envelopes forward until it stops.

   **TIP:** To avoid paper jams, tuck the flap inside each envelope.



4. Slide the paper-width guide inward against the stack of envelopes until it stops. Do not overload the input tray; make sure the stack of envelopes fits within the input tray and is not higher than the top of the paper-width guide.



**Related topics**

"Print a group of addresses on labels or envelopes" on page 59

## Load other types of paper

The following types of paper are designed for special projects. Create your project in the HP Photosmart Software or another application, set the paper type and size, and then print.

### HP Premium Inkjet Transparency Film

▲ Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first.

**NOTE:** The HP All-in-One cannot automatically detect the paper type. For best results, set the paper type to transparency film in the software before printing onto transparency film.

### HP Iron-On Transfers

1. Flatten the transfer sheet completely before using it; do not load curled sheets.

   **TIP:** To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

2. Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the input tray with the blue stripe facing up.

### HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards

▲ Insert a small stack of HP greeting card paper into the input tray with the print side down; slide the stack of cards forward until it stops.

**TIP:** Make sure the area on which you want to print is inserted first, print side down in the input tray.

### Related topics


- "Set the paper size" on page 44
- "Set the paper type for printing" on page 45
- "Print on transparencies" on page 58
- "Reverse an image for iron-on transfers" on page 58
- "Print a group of addresses on labels or envelopes" on page 59


## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the product, and cause paper jams.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

**Related topics**

“Clear paper jams” on page 114

# 7 Print from your computer

The HP All-in-One can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

This section contains the following topics:


- Print from a software application
- Make the HP All-in-One the default printer
- Change the print settings for the current job
- Change the default print settings
- Printing shortcuts
- Perform special print jobs
- Stop a print job


## Print from a software application

Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

**To print from a software application**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

   **NOTE:** When printing a photo, you must select options for the specific photo paper and photo enhancement.

5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.

   **TIP:** You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **Printing Shortcuts** list. The default settings for that type of print task are set and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click **Save As**. To delete a shortcut, select the shortcut and click **Delete**.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

# Make the HP All-in-One the default printer

You can set the HP All-in-One as the default printer to use from all software applications. This means that the HP All-in-One is automatically selected in the printer list when you select **Print** from the **File** menu in a software application. The default printer is automatically selected when you click the **Print** button in the toolbar of most software applications. For more information, see the Windows Help.

# Change the print settings for the current job

You can customize the print settings of the HP All-in-One to handle nearly any print task.

This section contains the following topics:


- Set the paper size
- Set the paper type for printing
- View the print resolution
- Change the print speed or quality
- Change the page orientation
- Scale the document size
- Change the saturation, brightness, or color tone
- Preview your print job


## Set the paper size

The **Size** setting helps the HP All-in-One determine the printable area on the page. Some of the paper size choices have a borderless equivalent, which allows you to print to the top, bottom, and side edges of the paper.

Usually, you set the paper size in the software application you used to create your document or project. However, if you are using custom-size paper, or if you cannot set the paper size from your software application, you can change the paper size in the **Properties** dialog box before printing.

**To set the paper size**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
   The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in the **Size** list to see if a defined paper size already exists for the type of paper you are using.

| Paper type | Suggested paper size settings |
|---|---|
| Copier, multi-purpose, or plain papers | Letter or A4 |
| Envelopes | Appropriate listed envelope size |
| Greeting-card papers | Letter or A4 |
| Index cards | Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size) |
| Inkjet papers | Letter or A4 |
| Iron-on T-shirt transfers | Letter or A4 |
| Labels | Letter or A4 |
| Legal | Legal |
| Letterhead | Letter or A4 |
| Panorama photo paper | Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size) |
| Photo papers | 10 x 15 cm (4 x 6 inch) (with or without tab), up to 13 x 18 cm (5 x 7 inch) (with or without tab), letter, A4, or an appropriate listed size |
| Transparency films | Letter or A4 |
| Custom-size papers | Custom paper size |

## Set the paper type for printing

If you print on special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality, you can set the paper type manually.

**To set the paper type for printing**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**.
7. Select the type of paper that you have loaded, and then click **OK**.

## View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

**To view the print resolution**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
8. Click the **Resolution** button to view the print resolution dpi for the paper type and print quality combination you selected.

## Change the print speed or quality

The HP All-in-One automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

**To select a print speed or quality**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

**NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

## Change the page orientation

The page orientation setting allows you to print your document vertically or horizontally on the page.

Usually, you set the page orientation in the software application you used to create your document or project. However, if you are using custom-size or special HP paper, or if you cannot set the page orientation from your software application, you can change the page orientation in the **Properties** dialog box before printing.

**To change the page orientation**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.

3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, do one of the following:
   - Click **Portrait** to print the document vertically on the page.
   - Click **Landscape** to print the document horizontally on the page.

## Scale the document size

The HP All-in-One allows you to print the document at a different size than the original.

**To scale the document size**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing options** area, click **Scale to paper size**, and then click the appropriate paper size from the drop-down list.

## Change the saturation, brightness, or color tone

You can change the intensity of colors and the level of darkness in your printout by adjusting the **Saturation**, **Brightness**, or **Color Tone** options.

**To change the saturation, brightness, or color tone**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Color** tab.
6. Click the **More Color Options** button.
7. Move the sliders to adjust the **Saturation**, **Brightness**, or **Color Tone**.
   - **Brightness** indicates the lightness or darkness of the printed document.
   - **Saturation** is the relative purity of printed colors.
   - **Color Tone** affects the perceived warmth or coolness of printed colors, by adding more orange or blue tones, respectively, to your image.

## Preview your print job

You can preview your print job before sending it to the HP All-in-One. This helps to prevent wasting paper and ink on projects that do not print as expected.

**To preview your print job**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the print settings appropriate for your project on each of the tabs in the dialog box.
6. Click the **Features** tab.
7. Select the **Show Preview Before Printing** check box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
   Your print job displays in the preview window.
9. In the **HP preview** window, do one of the following:
   - To print, click **Start Printing**.
   - To cancel, click **Cancel Printing**.

## Change the default print settings

If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

**To change the default print settings**

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.

## Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

**NOTE:** When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is, change them, or create your own shortcuts for commonly used tasks.

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing**: Print documents quickly.
- **Photo Printing–Borderless**: Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers.
- **Photo Printing–With White Borders**: Print a photo with a white border around the edges.
- **Fast/Economical Printing**: Produce draft-quality printouts quickly.

- **Presentation Printing**: Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing**: Print two-sided pages with the HP All-in-One manually.

This section contains the following topics:

- Create printing shortcuts
- Delete printing shortcuts

**Related topics**

- "Print a borderless image" on page 50
- "Print a photo on photo paper" on page 51
- "Print on transparencies" on page 58
- "Print on both sides of the page" on page 53

## Create printing shortcuts

In addition to the printing shortcuts that are available in the **Printing Shortcuts** list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the **Presentation Printing** shortcut, changing the paper type to **HP Premium Inkjet Transparency Film**, and then saving the modified shortcut under a new name; for example, **Transparency Presentations**. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

**To create a printing shortcut**

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click a printing shortcut.
   The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. Click **Save as** and type a name for the new printing shortcut, and then click **Save**.
   The printing shortcut is added to the list.

## Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

**To delete a printing shortcut**

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.

3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.
   The printing shortcut is removed from the list.

**NOTE:** Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

# Perform special print jobs

In addition to supporting standard print jobs, the HP All-in-One can perform special jobs such as printing borderless images, iron-on transfers, and posters.

This section contains the following topics:


- Print a borderless image
- Print a photo on photo paper
- Print using Maximum dpi
- Print on both sides of the page
- Print a multiple-page document as a booklet
- Print multiple pages on a single sheet
- Print a multiple-page document in reverse order
- Reverse an image for iron-on transfers
- Print on transparencies
- Print a group of addresses on labels or envelopes
- Print a poster
- Print a Web page

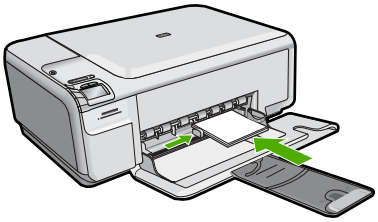

## Print a borderless image

Borderless printing lets you print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) photo paper.

**TIP:** For the best results, use HP Premium Photo Papers or HP Premium Plus Photo Papers to print your photos.

**To print a borderless image**

1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.



3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.
7. In the **Size** list, click the size of photo paper loaded in the input tray.
   If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

   **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

9. Select the **Borderless printing** check box if it is not already checked.
   If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

    **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

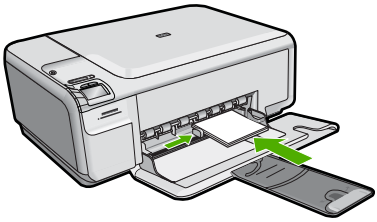
## Print a photo on photo paper

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.

For photo printing, HP recommends that you use HP Premium Plus Photo Papers with the HP All-in-One.

### To print a photo on photo paper

1. Remove all paper from the input tray, and then load the photo paper print side down.



2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
   If the paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.

   **NOTE:** To achieve the highest dpi resolution, you can use the **Maximum dpi** setting with supported types of photo paper. If **Maximum dpi** is not listed in the Print quality drop-down list, you can enable it from the **Advanced** tab. For more information, see “Print using Maximum dpi” on page 53.

9. In the **HP Real Life Technologies** area, click the **Photo fix** drop-down list and select from the following options:
   - **Off:** applies no **HP Real Life Technologies** to the image.
   - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
   - **Full:** automatically adjusts brightness, contrast, and sharpness; enhances low-resolution images; automatically removes red-eye coloring in the photo.

   **TIP:** You can remove red-eye coloring in the photo when using the **Off** or **Basic** mode by selecting the **Remove red eye** check box.

10. Click **OK** to return to the **Properties** dialog box.
11. In the **HP Real Life Technologies (RTL)** area, click the **Photo fix** drop-down list and select from the following options:
    - **Off:** applies no **HP Real Life Technologies** to the image.
    - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
    - **Full:** automatically adjusts brightness, contrast, and sharpness; enhances low-resolution images; automatically removes red eye coloring in the photo.

**TIP:** You can remove red-eye coloring in the photo when using the **Off** or **Basic** mode by selecting the **Remove red eye** check box.

12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

**NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

## Print using Maximum dpi

Use **Maximum dpi** mode to print high-quality, sharp images.

To get the most benefit from **Maximum dpi** mode, use it to print high-quality images such as digital photographs. When you select the **Maximum dpi** setting, the printer software displays the optimized dots per inch (dpi) that the HP All-in-One will print.

Printing in **Maximum dpi** takes longer than printing with other settings and requires a large amount of disk space.

**NOTE:** If a photo print cartridge is also installed, the print quality is enhanced. A photo print cartridge can be purchased separately if it is not included with the HP All-in-One.

### To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Features** area, select the **Enable maximum dpi setting** check box.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.

   **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

10. Select any other print settings that you want, and then click **OK**.

### Related topics

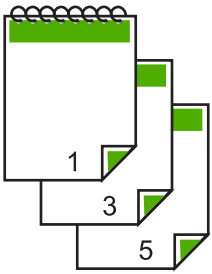
“Use a photo print cartridge” on page 84

## Print on both sides of the page

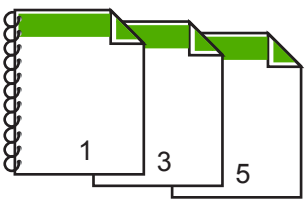
You can print two-sided pages with the HP All-in-One manually. When printing two-sided pages, make sure to use paper that is thick enough so that images do not show through to the other side.

**To print on both sides of the page**

1. Load paper into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. For binding, do one of the following:
   - For binding on the top like a notebook or calendar, select the **Flip Pages Up** check box.
     This causes the odd and even pages of your document to print opposite of each other top-to-bottom. This ensures that the top of the page is always at the top of the sheet when you flip the pages up in your bound document.

   - For binding on the side like a book or magazine, click to clear the **Flip Pages Up** check box.
     This causes the odd and even pages of your document to print opposite of each other left-to-right. This ensures that the top of the page is always at the top of the sheet when you turn the pages in your bound document.

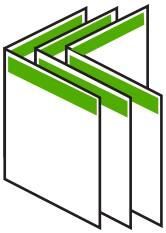
     
     

8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
   The product begins printing. Wait until all the odd-numbered pages are printed before removing any of the printed pages from the output tray.
   A dialog box displays instructions on the screen when it is time to process the second side of your job.
9. Click **Continue** when done.

## Print a multiple-page document as a booklet

The HP All-in-One allows you to print your document as a small booklet, which you can fold and then staple together.

For best results, design your document to fit on a multiple of four pages, such as an 8, 12, or 16-page program for a child's school play or for a wedding.



**To print a multiple-page document as a booklet**

1. Load paper into the input tray.
   The paper should be thick enough so that the images do not show through to the other side.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. Select the binding edge from the **Booklet layout is** list, as appropriate for your language.
   - If your language reads left-to-right, click **Left edge binding**.
   - If your language reads right-to-left, click **Right edge binding**.

   The **Pages per sheet** box is automatically set to two pages per sheet.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
   The product begins printing.
   A dialog box displays instructions on the screen when it is time to process the second side of your job. Do **not** click **Continue** in the dialog box until you have reloaded the paper as instructed in the following steps.
9. Wait until the product has stopped printing for several seconds before removing any of the printed pages from the output tray.
   If you remove the pages while the document is still printing, the pages might get out of order.
10. Follow the instructions that appear on your screen for reloading the paper to print on the second side, and then click **Continue**.
11. When the entire document has finished printing, fold the stack of paper in half, so that the first page is on top, then staple the document along the crease.

**TIP:** For best results, use a saddle stapler, or a heavy-duty stapler with a long reach to staple the booklet.

**Figure 7-1 Left-edge binding for left-to-right languages**

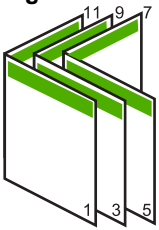
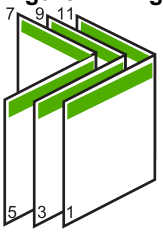
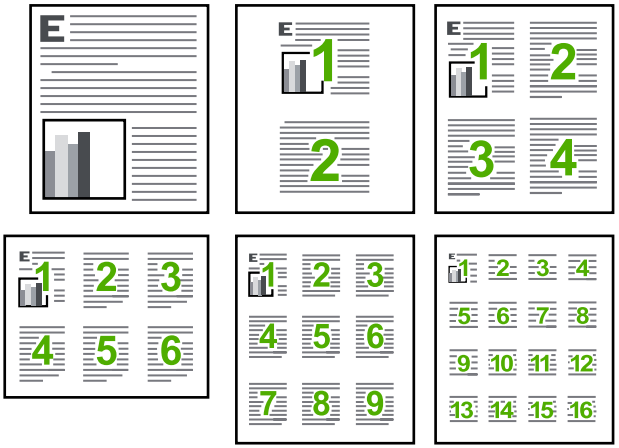



**Figure 7-2 Right-edge binding for right-to-left languages**




## Print multiple pages on a single sheet

You can print up to 16 pages on a single sheet of paper.



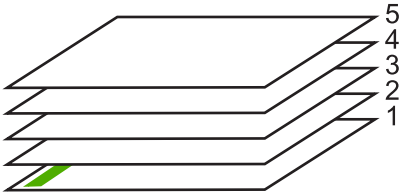
**To print multiple pages on a single sheet**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.

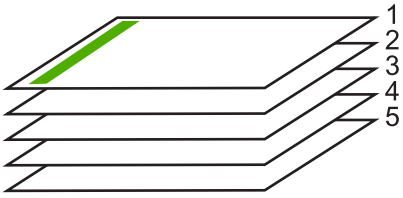
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Pages per sheet** list, click **2**, **4**, **6**, **9**, or **16**.
7. If you want a border to appear around each page image printed on the sheet of paper, select the **Print page borders** check box.
8. In the **Page order** list, click an appropriate page order option.
   The sample output graphic is numbered to show how the pages will be ordered if you select each option.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

## Print a multiple-page document in reverse order

Because of the way the paper feeds through the HP All-in-One, the first page that prints is print side up at the bottom of the stack. Usually this means you need to put the printed pages in the correct order.




A better way is to print the document in reverse order so that the pages are stacked correctly.




**TIP:** Set this option as a default setting so you do not have to remember to set it every time you print a multiple-page document.

**To print a multiple-page document in reverse order**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

5. Click the **Advanced** tab.
6. In the **Layout Options** area, select **Front to Back** in the **Page Order** option.

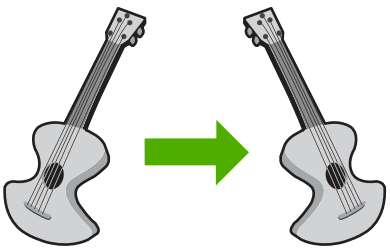
   **NOTE:** If you set your document to print on both sides of the page, the **Front to Back** option is not available. Your document will automatically print in the correct order.

7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   **NOTE:** When you are printing multiple copies, each set is printed completely before the next set is printed.

## Reverse an image for iron-on transfers

This feature reverses an image so you can use it for iron-on transfers. This feature is also useful for transparencies when you want to make notations on the back of the transparency without scratching the original.



**To reverse an image for iron-on transfers**

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Features** area, select the **Mirror Image** check box.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   **NOTE:** To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.

## Print on transparencies

For the best results, HP recommends you use HP transparency products with the HP All-in-One.

**To print on transparencies**

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then select the appropriate paper type.

   **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select an appropriate size.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   **NOTE:** The product automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

## Print a group of addresses on labels or envelopes

With the HP All-in-One, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

**To print a group of addresses on labels or envelopes**

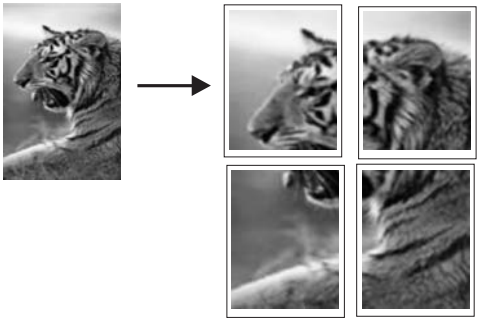
1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the input tray.

   **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

4. If you are printing on envelopes, do the following:
   **a**. Display the print settings, and click the **Features** tab.
   **b**. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
5. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

## Print a poster

You can create a poster by printing a document on multiple pages. The HP All-in-One prints dotted lines on some pages to indicate where to trim the pages before taping them together.



**To print a poster**

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. Expand **Document Options**, and then expand **Printer Features**.
7. In the **Poster Printing** drop-down list, click either **2x2 (4 sheets)**, **3x3 (9 sheets)**, **4x4 (16 sheets)**, or **5x5 (25 sheets)**.
   This selection tells the product to enlarge your document so that it fits on 4, 9, 16, or 25 pages.
   If your originals are of multiple pages, each of those pages will be printed on 4, 9, 16, or 25 pages. For example, if you have a one-page original and you select 3x3, you will get 9 pages; if you select 3x3 for a two-page original, 18 pages will print.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
9. After the poster has printed, trim the edges of the sheets and tape the sheets together.

## Print a Web page

You can print a Web page from your Web browser on the HP All-in-One.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

**To print a Web page**

1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.
   The **Print** dialog box appears.
3. Make sure the product is the selected printer.

4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
   For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

**TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

## Stop a print job

Although you can stop a print job from either the HP All-in-One or the computer, HP recommends you stop it from the HP All-in-One for best results.

**To stop a print job from the product**

▲ Press Cancel. If the print job does not stop, press Cancel again.
It can take a few moments for the print job to be cancelled.

**To stop a print job from the computer**

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers** (or double-click **Printers and Faxes**).
3. Double-click the product icon.

   **TIP:** You can also double-click the printer icon in the Windows taskbar.
4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
   It can take a few moments for the print job to be cancelled.

# 8 Use the photo features

The HP All-in-One is equipped with memory card slots which enable you to insert a memory card and begin printing photos from your digital camera without uploading your photos to a computer first. Additionally, if the HP All-in-One is connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

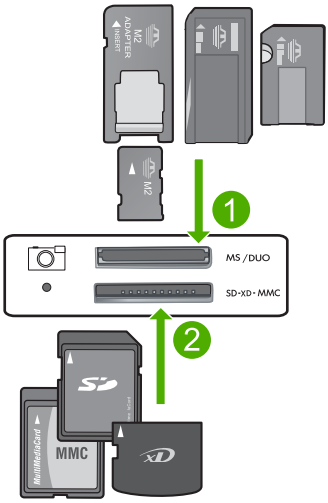
This section contains the following topics:


- Insert a memory card
- Print photos
- Save photos to your computer


## Insert a memory card

The HP All-in-One supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card, and only one card may be inserted at a time.

△ **CAUTION:** Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.




| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | xD-Picture Card, Secure Digital (SD), Secure Digital Mini (SD Mini), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card (adapter required), or Secure MultiMedia Card |

**To insert a memory card**

1. Make sure the product is on.
2. Insert the memory card into the appropriate slot.
   The memory card has a Photo light (below the camera icon) that indicates the status of the memory card. When it is solid green, your photos are ready to be viewed.

   △ **CAUTION:** Do not pull out the memory card while the Photo light is flashing. A flashing light means the product is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the product or memory card.

**NOTE:** The product only recognizes the JPG and TIF file formats on your memory card.

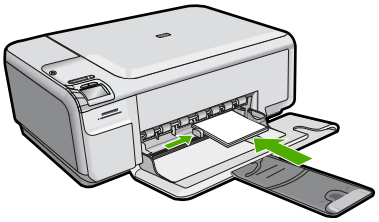
# Print photos

The HP All-in-One enables you to print one borderless or bordered photo per page directly from your memory card, without first having to transfer the files to a computer.

**TIP:** To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.

**To print photos**

1. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.



2. Insert your memory card into the appropriate slot on the product.

   **NOTE:** If there are camera-selected photos on the memory card, the **DPOF Found** screen appears. Select **OK** to print the camera-selected photos, or select Cancel to browse through the photos on the memory card.

3. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.

4. (Optional) Press Settings to change the print size, borderless settings, or number of copies. When you are done, press **OK**.
5. Press the button next to **Print** on the display.

> **TIP:** While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print** button to add that photo to the print queue.

## Save photos to your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

> **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

**To save photos**

1. Insert your memory card into the appropriate slot on the product.
   The software opens on your computer.
2. Follow the onscreen prompts on your computer to save the photos to your computer.

> **NOTE:** Only images that were not previously saved are copied to your computer.

# 9 Use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles, and text documents) on the HP All-in-One.

You can use the scanning features of the HP All-in-One to do the following:

- Scan text from an article into your word processor, and quote it in a report.
- Print business cards and brochures by scanning a logo and using it in your publishing software.
- Send photos to friends and relatives by scanning your favorite prints and including them in e-mail messages.
- Create a photographic inventory of your house or office.
- Archive treasured photos in an electronic scrapbook.

**NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

This section contains the following topics:


- Make reprints of your photos
- Scan an image or document
- Edit a scanned image
- Edit a scanned document
- Stop scanning



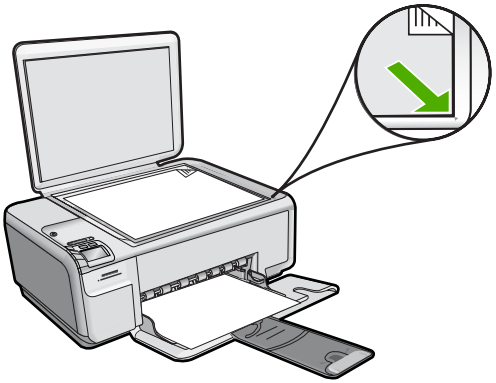

## Make reprints of your photos

You can scan a printed copy of a photo to make reprints in a variety of sizes, up to the size of letter (8.5 x 11 inch) or A4 (210 x 297 mm) paper.

By default, the HP All-in-One is set to detect the type of paper you are using automatically.

**To reprint an original photo**

1. Press the button next to **Scan/Reprint**.
2. Press the button next to **Scan to Print**.
3. When prompted, load your original photo print side down on the right front corner of the glass.



4. Press **OK**.
   A preview image of the scan appears on the display.
5. (Optional) Press Settings to change the **Print Size**, **Borderless** setting, or number of copies. When you are done, press **OK**.
6. Press the button next to **Print**.

## Scan an image or document

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. This section explains the second option: how to scan from the control panel of the HP All-in-One to a computer.

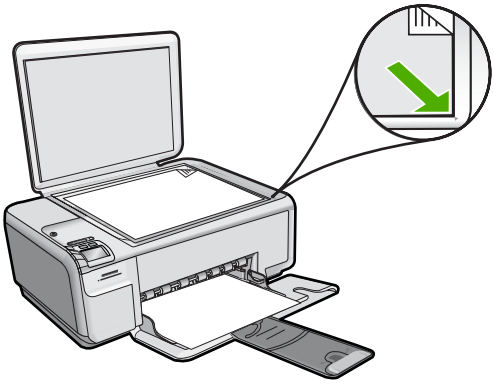
To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning. To verify that the HP Photosmart Software is running on a Windows computer, look for the **HP Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.

**NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

**NOTE:** When scanning, the HP Photosmart Software enables you to save an image in the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

### To scan to a computer

1. Load your original print side down on the right front corner of the glass.



**NOTE:** Ensure that there are no memory cards inserted in the memory card slots on the product.

2. Press the button next to **Scan/Reprint**.
3. Press the button next to **Scan to PC**.

**NOTE:** If the product is network-connected, a list of available computers appears. Select the computer to which you want to transfer the scan, and then continue to the next step.

A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.

The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.

4. Follow the onscreen prompts to save the scan to your computer.

## Edit a scanned image

You can edit a scanned image, such as a photo or graphic, using the software you installed with the HP All-in-One. Using this software, you can rotate or crop the image, as well as adjust the brightness, contrast, and color saturation.

**Related topics**

“Use the HP Photosmart Software” on page 8

## Edit a scanned document

You can edit a scanned document using your Optical Character Recognition (OCR) software. Scanning text using OCR software enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other applications as editable text. Learning to use OCR software correctly is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master.

**NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

**Related topics**

“Use the HP Photosmart Software” on page 8

# Stop scanning

**To stop scanning**

▲ Press Cancel.

# 10 Use the copy features

The HP All-in-One allows you to produce high-quality color and black-and-white copies on plain or photo paper. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy quality, and make high-quality copies of photos, including borderless copies.

This section contains the following topics:

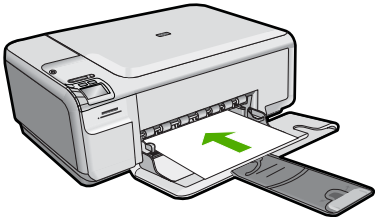

- Make a copy
- Change the copy settings for the current job
- Perform special copy jobs
- Stop copying


## Make a copy

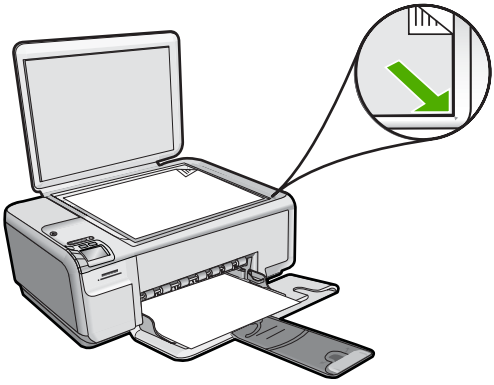
You can make quality copies from the control panel.

**To make a copy from the control panel**

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press the button next to **Start Copy Black** or **Start Copy Color** to begin copying.

# Change the copy settings for the current job

You can customize the copy settings of the HP All-in-One to handle nearly any copy task.

This section contains the following topics:


- Make multiple copies of the same original
- Change copy speed or quality

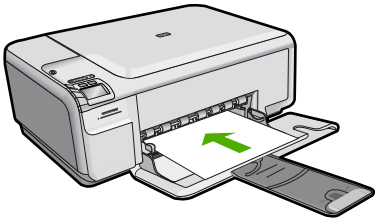

## Make multiple copies of the same original

You can set the number of copies from the control panel of the HP All-in-One or from the HP Photosmart Software. This task explains how to set the number of copies from the control panel only.

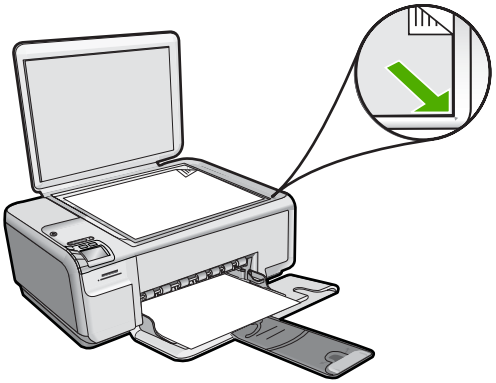
**NOTE:** For information on initiating copies from the software, see the software portion of the **HP Photosmart Software Help**.

**To make multiple copies of an original from the control panel**

1. Load paper in the input tray.

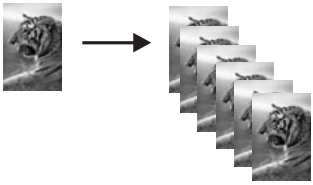


2. Load your original print side down on the right front corner of the glass.



3. Press Settings.
   The Settings menu appears.

4. Press the button next to **Copies** to increase the number of copies. When you reach the maximum, the setting returns to 1 copy.
5. Press **OK**.
6. Press the button next to **Start Copy Black** or **Start Copy Color**.
   In this example, the product makes six copies of the original 10 x 15 cm (4 x 6 inch) photo.



## Change copy speed or quality

The HP All-in-One, provides three options, indicated by one, two, or three stars, that affect copy speed and quality:

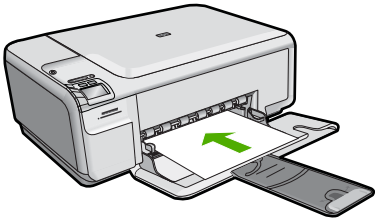
- One star copies faster than the other two quality settings. On plain paper, the text is comparable to the quality of two stars, but the graphics might be of lower quality. This setting uses less ink and extends the life of your print cartridges.

  **NOTE:** This setting is not available when the HP All-in-One detects photo paper.

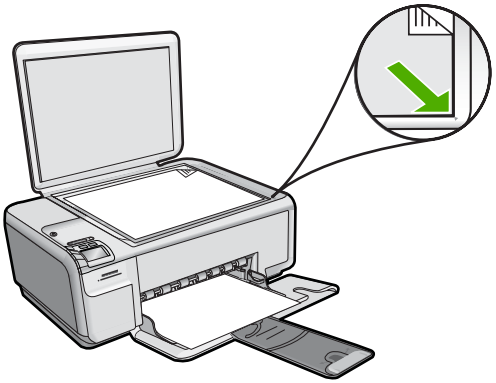
- Two stars delivers high-quality output and is the recommended setting for most of your copying. Two stars copies faster than the three stars quality setting.
- Three stars produces the highest quality output for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Three stars copies slower than the other quality settings.

### To change the copy quality

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press Settings.
   The Settings menu appears.
4. Press the button next to **Quality** to select one star, two stars, or three stars.
5. Press **OK**.
6. Press the button next to **Start Copy Black** or **Start Copy Color**.

# Perform special copy jobs

In addition to supporting standard copy jobs, the HP All-in-One can perform special jobs such as copying borderless photos and resizing originals.

This section contains the following topics:


- Make a borderless copy of a photo
- Resize an original to fit onto letter or A4 paper




## Make a borderless copy of a photo

Borderless printing lets you print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) photo paper.

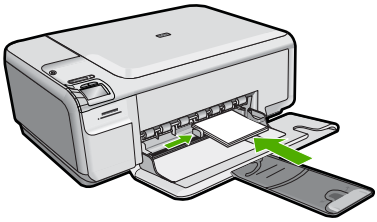
For the best quality when copying a photo, load photo paper in the input tray.

**TIP:** You can optimize the quality of the color photos you print and copy with the HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.

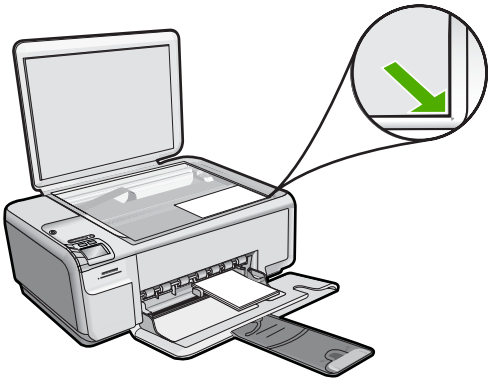
**To make a borderless 13 x 18 cm (5 x 7 inch) copy of a photo from the control panel**

1. Load photo paper in the input tray.

   **NOTE:** The product automatically detects the type of paper you are using. If you do not use photo paper, your copy will include a white border around one or more edges.



2. Load your original photo print side down on the right front corner of the glass.



3. Press Settings.
   The Settings menu appears.
4. Press the button next to **Size** to select **Borderless**.
5. Press **OK**.
6. Press the button next to **Start Copy Color**.
   The product makes a borderless copy of your original photo, as shown below.

## Resize an original to fit onto letter or A4 paper

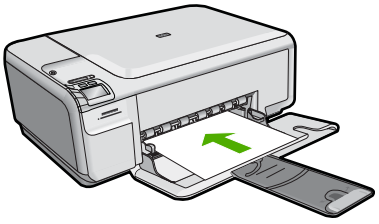
You can use the **Resize to Fit** feature to copy an original to fit within the printable margins of a page without the risk of cropping some part of your original. This is useful for reducing or enlarging an original. For example:

- If you enlarge a 10 x 15 cm (4 x 6 inch) photo to make a borderless full-size copy on letter or A4 paper, some part of your photo will be cropped. The **Resize to Fit** feature will enlarge the photo as much as possible to fit the page without cropping any part of your photo.
- If the image or text on your original fills the entire sheet of paper with no margins, you can use the **Resize to Fit** feature to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

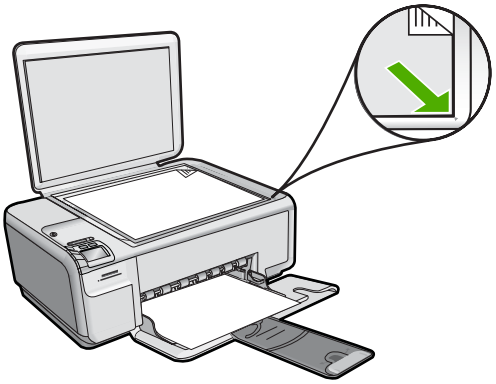
**NOTE:** In order to resize your original without changing the proportions or cropping the edges, the HP All-in-One might leave an uneven amount of white space around the edges of the paper.

**To resize a document from the control panel**

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press Settings.
   The Settings menu appears.
4. Press the button next to **Size** to select **Resize to Fit**.
5. Press **OK**.
6. Press the button next to **Start Copy Black** or **Start Copy Color**.

## Stop copying

**To stop copying**

▲ Press Cancel.

# 11 Maintain the HP All-in-One

The HP All-in-One requires little maintenance. Sometimes you might want to clean the glass and lid backing to remove surface dust and ensure that your copies and scans remain clear. You will also need to replace, align, or clean your print cartridges from time to time. This section provides instructions for keeping the HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:


- Work with print cartridges
- Print a self-test report
- Clean the HP All-in-One
- Turn off the HP All-in-One


## Work with print cartridges

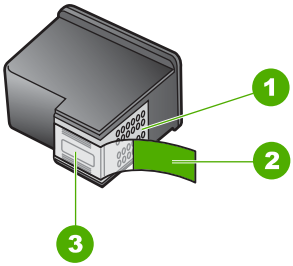
To ensure the best print quality from the HP All-in-One, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the print cartridges and instructions for replacing, aligning, and cleaning the print cartridges.

This section contains the following topics:


- Handle the print cartridges
- Check the estimated ink levels
- Replace the print cartridges
- Use a photo print cartridge
- Use the print cartridge protector
- Remove ink from your skin and clothing
- Ink-backup mode
- Advanced print cartridge maintenance


### Handle the print cartridges

Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridges.




| | |
|---|---|
| 1 | Copper-colored contacts |

| | |
|---|---|
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

Hold the print cartridges by their black plastic sides, with the label on top. Do not touch the copper-colored contacts or the ink nozzles.

**NOTE:** Handle the print cartridges carefully. Dropping or jarring cartridges can cause temporary printing problems, or even permanent damage.

## Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink supply level shows an estimate of the amount of ink remaining in the print cartridges. Actual ink levels may vary.

**TIP:** You can also print a self-test report to see if your print cartridges might need to be replaced.

**NOTE:** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

**NOTE:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

### To check the ink levels from the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

   **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

   The **Printer Toolbox** appears.
2. Click the **Estimated Ink Level** tab.
   The estimated ink levels for the print cartridges appear.

## Replace the print cartridges

Follow these instructions when the ink level is low.

**NOTE:** When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP All-in-One.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

To order print cartridges for the HP All-in-One, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

**NOTE:** At this time, some portions of the HP Web site are available in English only.

### Choose the right cartridge combination

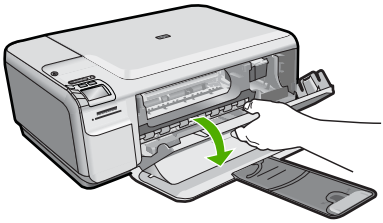
Choose the best combination of cartridges for your print job:

- Everyday printing: Use a black cartridge along with a tri-color cartridge.
- Color photos: Use a photo cartridge along with a tri-color cartridge.

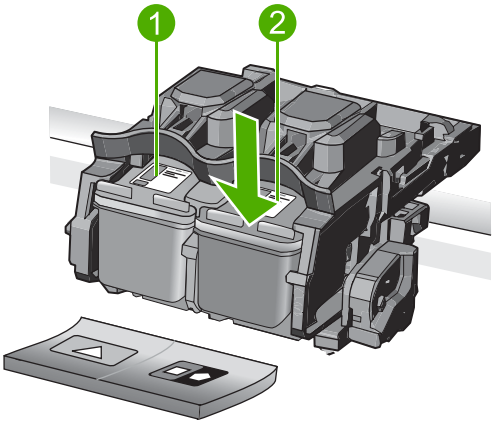
### To replace the print cartridges

1. Make sure the product is turned on.

   **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.
2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.
3. Open the print cartridge door.
   The print carriage moves to the far right side of the product.



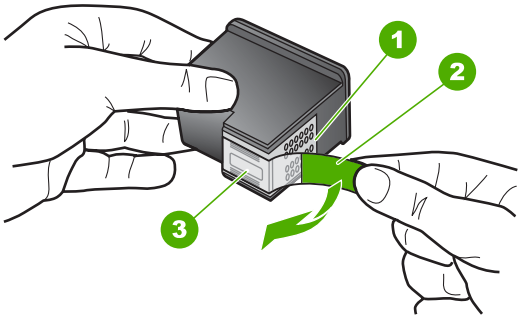
4. Wait until the print carriage is idle and silent. Lightly press down on a print cartridge to release it, and then pull the print cartridge toward you out of its slot.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
   If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.




| | |
|---|---|
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

**TIP:** If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.

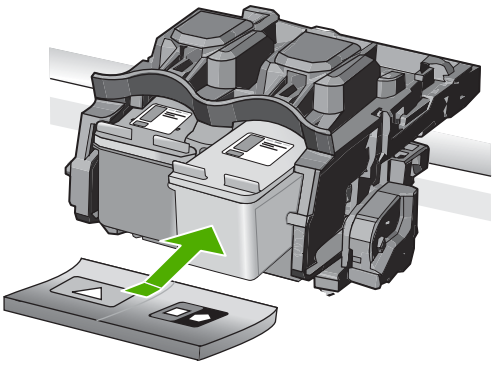
5. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.



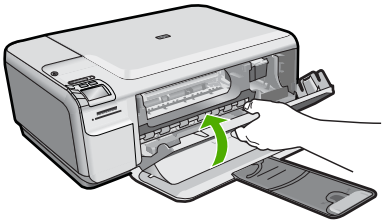

| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.

6. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.
   If you are installing the tri-color print cartridge, slide it into the left slot.
   If you are installing a black or photo print cartridge, slide it into the right slot.



7. Close the print cartridge door.



8. When prompted, press **OK**.
   The product prints a print cartridge alignment page.

   **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

9. Load the page print side down on the right front corner of the glass, and then press **OK** to scan the page.
10. When the On button stops flashing, the alignment is complete. Remove the alignment page and recycle or discard it.

**Related topics**

- "Align the print cartridges" on page 87
- "Use a photo print cartridge" on page 84
- "Use the print cartridge protector" on page 84

## Use a photo print cartridge

You can optimize the quality of the color photos you print and copy with the HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.

When you want to print regular text documents, swap the black print cartridge back in. Use a print cartridge protector or an airtight plastic container to keep your print cartridge secure when it is not being used.

**Related topics**

- "Replace the print cartridges" on page 81
- "Use the print cartridge protector" on page 84

## Use the print cartridge protector

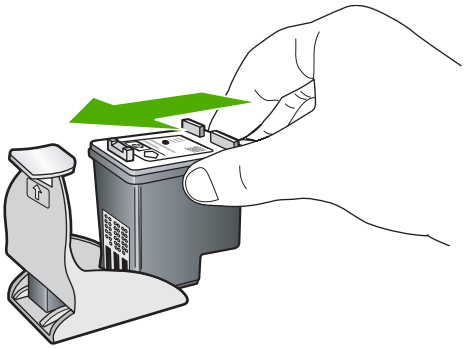
In some countries/regions, when you purchase a photo print cartridge, you might also receive a print cartridge protector. In other countries/regions, a print cartridge protector comes in the box with the HP All-in-One. If neither your print cartridge nor the HP All-in-One came with a print cartridge protector, you can use an airtight plastic container to protect your print cartridge.

**NOTE:** If you use a plastic container, make sure the ink nozzles on the print cartridge do not touch the plastic.

The print cartridge protector is designed to keep a print cartridge secure and prevent it from drying out when it is not being used. Whenever you remove a print cartridge from the HP All-in-One with the intention of using it again later, store it in the print cartridge protector. For example, store the black print cartridge in a print cartridge protector if you are removing it so you can print high-quality photos with the photo and tri-color print cartridges.

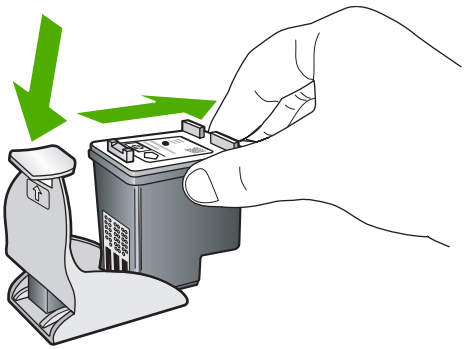
**To insert a print cartridge into the print cartridge protector**

- Place the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.



**To remove the print cartridge from the print cartridge protector**

- Press down on the top of the print cartridge protector to release the print cartridge, and then gently remove the print cartridge out of the print cartridge protector.



## Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:

| Surface | Remedy |
|---|---|
| Skin | Wash the area with an abrasive soap. |
| White fabric | Wash the fabric in *cold* water and use chlorine bleach. |
| Color fabric | Wash the fabric in *cold* water and use sudsy ammonia. |

△ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

## Ink-backup mode

Use the ink-backup mode to operate the HP All-in-One with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge carriage. During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as copying or printing from a memory card).

**NOTE:** When the HP All-in-One operates in ink-backup mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.

For more information about ink-backup mode, see the following topics:

- Ink-backup mode output
- Exit ink-backup mode

### Ink-backup mode output

Printing in ink-backup mode slows the HP All-in-One and affects the quality of printouts.

| Installed print cartridge | Result |
|---|---|
| Black print cartridge | Colors print as grayscale. |
| Tri-color print cartridge | Colors print but black is grayed and is not a true black. |
| Photo print cartridge | Colors print as grayscale. |

**NOTE:** HP does not recommend using the photo print cartridge for ink-backup mode.

### Exit ink-backup mode

Install two print cartridges in the HP All-in-One to exit ink-backup mode.

**Related topics**

“Replace the print cartridges” on page 81

## Advanced print cartridge maintenance

If you are experiencing problems with printing, you might have a problem with one or both of the print cartridges. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.

If you receive an error message about the print cartridges, see “Print cartridge messages” on page 215 for more information.

This section contains the following topics:


- Align the print cartridges
- Clean the print cartridges
- Clean the print cartridge contacts
- Clean the area around the ink nozzles


### Align the print cartridges

The product aligns the cartridges every time a new print cartridge is installed. You can also align the print cartridges at any time from the software you installed with the product to help resolve print quality issues. Aligning the print cartridges ensures high-quality output.

**NOTE:** If you remove and reinstall the same print cartridge, the product will not prompt you to align the print cartridges. The product remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

#### To align newly installed print cartridges

1. When prompted, ensure plain white letter or A4 paper is loaded in the input tray, then press the button next to **OK**.

   **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

   The product prints a test page, aligns the print cartridges, and calibrates the printer.
2. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
   When the On button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

#### To align the print cartridges from the HP Photosmart Software

1. Load letter or A4 unused plain white paper into the input tray.

   **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.
2. In the HP Solution Center, click **Settings**.

3. In the **Print Settings** area, click **Printer Toolbox**.

   **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Align the Print Cartridges**.
6. When prompted, ensure plain white letter or A4 paper is loaded in the input tray, then press the button next to **OK**.

   **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

   The product prints a print cartridge alignment sheet.
7. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
   When the On button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

### Clean the print cartridges

Use this feature when the self-test report shows streaking, white lines through any of the lines of color or when a color is muddy after installing a print cartridge for the first time. Do not clean print cartridges unnecessarily, as this wastes ink and shortens the life of the ink nozzles.

**To clean the print cartridges from the HP Photosmart Software**

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

   **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Clean the Print Cartridges**.

6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
7. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

   There are three stages of cleaning. Each stage lasts from one to two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

   If print quality still seems poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge.

**Related topics**

- "Clean the print cartridge contacts" on page 89
- "Replace the print cartridges" on page 81

### Clean the print cartridge contacts

△ **CAUTION:** Do not clean the print cartridge contacts unless you are having a problem with print quality and other measures have not been successful. For more information, see "Print quality troubleshooting" on page 115.

Clean the print cartridge contacts if you get repeated messages on your computer screen prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges.

Before cleaning the print cartridge contacts, remove the print cartridge and verify that nothing is covering the print cartridge contacts, then reinstall the print cartridge. If you continue to get messages to check the print cartridges, clean the print cartridge contacts.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

  △ **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

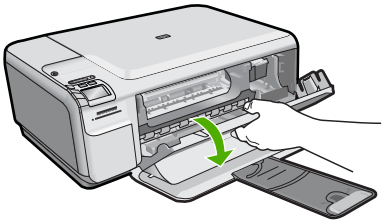
**To clean the print cartridge contacts**

1. Make sure the product is turned on.

   △ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

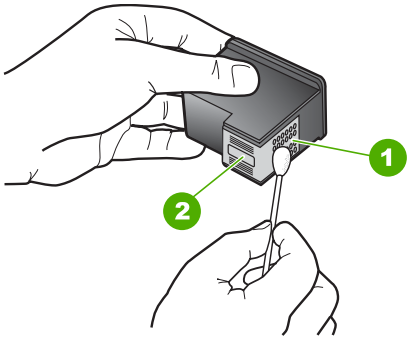
   The print carriage moves to the far right side of the product.



3. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
4. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

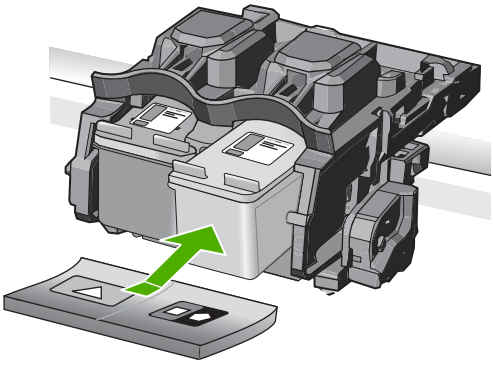
   **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the product for more than 30 minutes.

5. Inspect the print cartridge contacts for ink and debris buildup.
6. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
7. Hold the print cartridge by its sides.
8. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

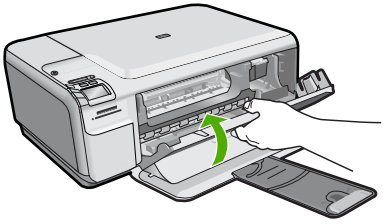



| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Ink nozzles (do not clean) |

9. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



10. Repeat if necessary for the other print cartridge.
11. Gently close the print cartridge door and plug the power cord into the back of the product.



**Related topics**

- “Clean the area around the ink nozzles” on page 91
- “Replace the print cartridges” on page 81

### Clean the area around the ink nozzles

If the product is used in a dusty environment, a small amount of debris might accumulate inside the product. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the print cartridges, it can cause ink streaks and smudges on printed pages. Ink streaking can be corrected by cleaning around the ink nozzles as described here.

**NOTE:** Clean the area around the ink nozzles only if you continue to see streaks and smudges on your printed pages after you have already cleaned the print cartridges by using the software you installed with the product.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

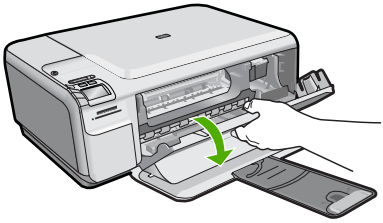
  **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.

**To clean the area around the ink nozzles**

1. Make sure the product is turned on.

   **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

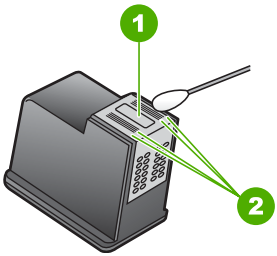
2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.



3. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
4. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

   **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the product for more than 30 minutes.

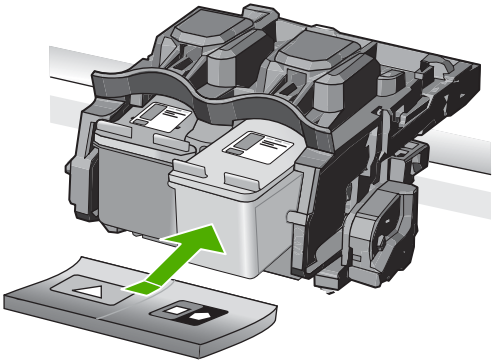
5. Place the print cartridge on a piece of paper with the ink nozzles facing up.
6. Lightly moisten a clean foam rubber swab with distilled water.
7. Clean the face and edges around the ink nozzle area with the swab, as shown below.



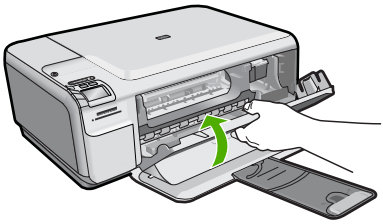

| | |
|---|---|
| 1 | Nozzle plate (do not clean) |
| 2 | Face and edges around the ink nozzle area |

△ **CAUTION:** Do **not** clean the nozzle plate.

8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



**Related topics**

“Clean the print cartridges” on page 88

# Print a self-test report

If you are experiencing problems with printing, print a self-test report before you replace the print cartridges. This report provides useful information on several aspects of your product, including your print cartridges.

**To print a self-test report**

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the Cancel button and then press the **Start Copy Color** button.
   The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.

3. Make sure the test patterns show a complete grid and the thick color lines are complete.
   - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
   - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
   - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

**Related topics**

- “Clean the print cartridges” on page 88
- “Replace the print cartridges” on page 81
- “Align the print cartridges” on page 87

# Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

**TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP product. For more information, go to: www.shopping.hp.com/accessories-store/printer.

This section contains the following topics:

- Clean the exterior
- Clean the glass
- Clean the lid backing

## Clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP All-in-One does not require cleaning. Keep fluids away from the control panel and the interior of the HP All-in-One.

**CAUTION:** To avoid damage to the exterior of the HP All-in-One, do not use alcohol or alcohol-based cleaning products.

## Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

**To clean the glass**

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

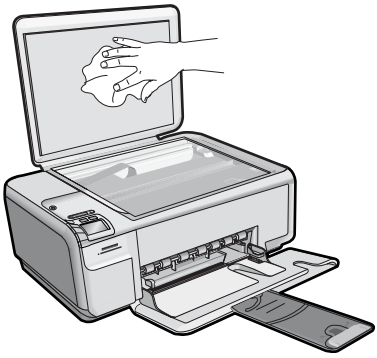
   **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the product.
3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the product.

## Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

**To clean the lid backing**

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
   Wash the backing gently to loosen debris. Do not scrub the backing.



3. Dry the backing with a dry, soft, lint-free cloth.

   △ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

   △ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the product, as this might damage it.

5. Plug in the power cord, and then turn on the product.

## Turn off the HP All-in-One

To avoid damaging the product, you must properly shut it down by using the On button located on the product. Wait until the On light turns off before you unplug the power cord or turn off a power strip.

# 12 Shop for ink supplies



For a list of print cartridge numbers, see the printed documentation that came with the HP All-in-One. You can also use the software that came with the HP All-in-One to find out the reorder number for all the print cartridges. You can order print cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder numbers for your product and purchase print cartridges.

To order genuine HP supplies for the HP All-in-One, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

**NOTE:** Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.

### To order print cartridges from your desktop

- Click the **Shop for HP Supplies** icon on your desktop to connect to HP SureSupply. You will see a list of original HP printing supplies that are compatible with your product, as well as options to conveniently purchase the supplies you need (options vary by country/region).
  If you deleted this icon from your desktop, click the **Start** menu, point to the **HP** folder, then click **Shop for Supplies**.

### To order print cartridges through the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

   **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

2. Click the **Estimated Ink Levels** tab.
3. Click **Print Cartridge Ordering Information**.
   The print cartridge reorder numbers appear.
4. Click **Order Online**.
   HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

# 13 Troubleshooting

This section contains the following topics:


- View the Readme file
- Setup troubleshooting
- Network troubleshooting
- Paper jams
- Print quality troubleshooting
- Print troubleshooting
- Memory card troubleshooting
- Scan troubleshooting
- Copy troubleshooting
- Errors


## View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

You can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Photosmart C4500 series**, and then clicking **Readme**.

You can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

## Setup troubleshooting

This section contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product to your computer before the software installation screen prompts you to do so, you must follow these steps:

**Troubleshooting common setup issues**

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
   For more information, see “Uninstall and reinstall the software” on page 108.
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

This section contains the following topics:

- The product will not turn on
- I connected the USB cable, but I am having problems using the product with my computer
- After setting up the product, it does not print
- When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens
- The Minimum System Checks screen appears
- I received a message that an Unknown Error has occurred
- A red X appears on the USB connect prompt
- The registration screen does not appear
- Uninstall and reinstall the software




## The product will not turn on

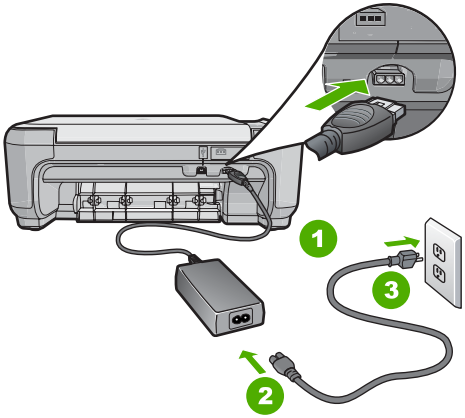
Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.


- Solution 1: Make sure you use the power cord that came with the product
- Solution 2: Reset the product
- Solution 3: Press the On button more slowly
- Solution 4: Contact HP to replace the power supply
- Solution 5: Contact HP support for service


### Solution 1: Make sure you use the power cord that came with the product

**Solution:**

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.




| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adapter |
| 3 | Power outlet |

- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

**Cause:** The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

---

### Solution 2: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

**Cause:** The product experienced an error.

If this did not solve the issue, try the next solution.

---

### Solution 3: Press the On button more slowly

**Solution:** The product might not respond if you press the On button too quickly. Press the On button once. It might take a few minutes for the product to turn on. If you press the On button again during this time, you might turn the product off.

△ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** You pressed the On button too quickly.

If this did not solve the issue, try the next solution.

---

### Solution 4: Contact HP to replace the power supply

**Solution:** Contact HP support to request a power supply for the product.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The power supply was not intended for use with this product.

If this did not solve the issue, try the next solution.

---

### Solution 5: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

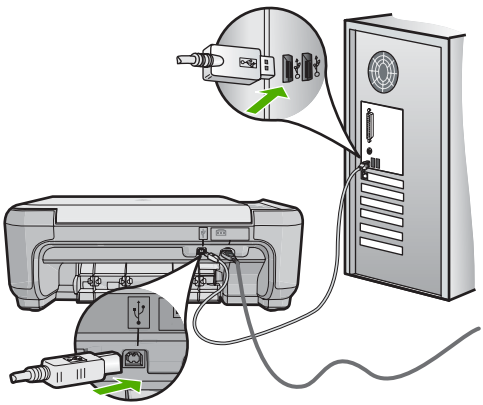
**Cause:** You might need assistance to enable the product or software to function properly.

---

### I connected the USB cable, but I am having problems using the product with my computer

**Solution:** You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the product with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Start Here guide that came with the product.

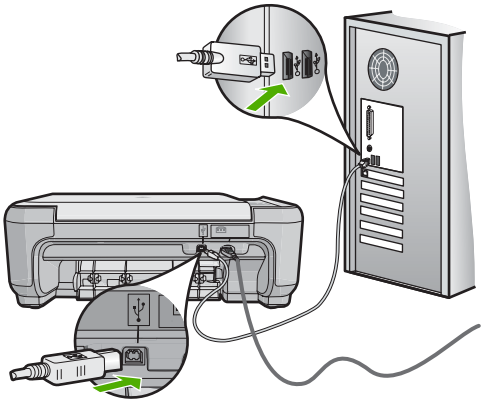
**Cause:** The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

---

### After setting up the product, it does not print

**Solution:**

- Look at the On button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Make sure that the product does not have a paper jam.
- Check that the print carriage is not jammed.
  Open the front access door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn off the product, and then turn it on again.
- Print a test page to see if the product can print and is communicating with the computer. For more information, see “Print a self-test report” on page 94.
- Make sure that the print queue is not paused. If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready and that you are using a supported operating system. For more information, see the Readme file.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product, and then turn it on again.



- If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- If necessary, remove and then install the software you installed with the product again. For more information, see “Uninstall and reinstall the software” on page 108.

tart For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

**Cause:** The product and computer were not communicating with each other.

---

### When I insert the CD-ROM into my computer’s CD-ROM drive, nothing happens

**Solution:** If the installation does not run automatically, you can start it manually.

**To start the installation from a Windows computer**

1. From the Windows **Start** menu, click **Run** (or click **Accessories**, and then **Run**).
2. In the **Run** dialog box, enter **d:\setup.exe**, and then click **OK**.
   If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

**Cause:** The installation failed to run automatically.

---

### The Minimum System Checks screen appears

**Solution:** Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

**Cause:** Your system did not meet the minimum requirements to install the software.

---

### I received a message that an Unknown Error has occurred

**Solution:** Uninstall the software completely, and then reinstall it.

**To uninstall the software and reset the product**

1. Disconnect and reset the product.

   **To disconnect and reset the product**

   **a**. Make sure the product is turned on.
   **b**. Press the On button to turn off the product.
   **c**. Disconnect the power cord from the back of the product.

**d**. Reconnect the power cord to the back of the product.

**e**. Press the On button to turn on the product.

2. Uninstall the software completely.

**NOTE:** It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.

**To uninstall the software completely**

**a**. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**, (or just **Control Panel**).

**b**. Double-click **Add/Remove Programs** (or click **Uninstall a program**).

**c**. Remove all the items that are related to the HP Photosmart Software.

**CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet (with the product name and software version number)
- HP Software update
- HP Share to Web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

**d**. Go to `C:\Program Files\HP` or `C:\Program Files\Hewlett-Packard` (for some older products) and delete the `Digital Imaging` folder.

**e**. Go to `C:\WINDOWS` and rename the `twain_32` folder to `twain_32 old`.

3. Turn off programs that run in the background.

**NOTE:** When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

**To turn off programs that run in the background**

**a**. On the Windows taskbar, click **Start**.

**b**. Depending on your operating system, do one of the following:

- In Windows Vista: In **Start Search**, type `MSCONFIG`, and then press **Enter**.
  When the User Account Control dialog box appears, click **Continue**.
- In Windows XP: Click **Run**. When the **Run** dialog box appears, type `MSCONFIG`, and then press **Enter**.

The **MSCONFIG** utility application appears.

**c**. Click the **General** tab.

**d**. Click **Selective Startup**.

**e**. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.

**f**. Click the **Services** tab, and select the **Hide All Microsoft Services** box.

**g**. Click **Disable all**.

**h**. Click **Apply**, and then click **Close**.

**NOTE:** If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

**i**. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.

**j**. Click the check box next to **Do not show this message again**.

4. Run the **Disk Cleanup** utility to delete temporary files and folders.

**To run the Disk Cleanup utility**

**a**. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.

**b**. Click **System Tools**, and then click **Disk Cleanup**.
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.

**c**. Select the appropriate check boxes to remove the unnecessary components.

**More information about the Disk Cleanup utility**

The Disk Cleanup utility frees hard disk space on your computer by doing the following:

- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components that you do not use

**d**. After selecting the components to remove, click **OK**.

5. Install the software.

**To install the software**

**a**. Insert software CD into the CD-ROM drive of the computer.
The software installation will start automatically.

> **NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run** dialog box), type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

**b**. Follow the prompts on the computer screen to install the software.

6. Try using the product again.

**Cause:** The source of the error was unknown.

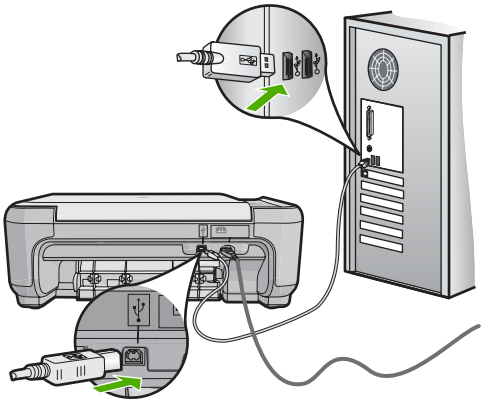
---

### A red X appears on the USB connect prompt

**Solution:** Check that the product is turned on, and then try the USB connection again.

**To retry the USB connection**

1. Verify that the USB cable is set up properly as follows:
   - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
   - Do not attach the USB cable to a keyboard.
   - Verify that the USB cable is 3 meters (9.8 feet) or less in length.
   - If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
2. Unplug the product power cord, and then plug it in again.
3. Verify that the USB cable and power cord are plugged in.



4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

**Cause:** The USB connection between the product and the computer failed.

---

### The registration screen does not appear

**Solution:** You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Photosmart C4500 series**, and then clicking **Product Registration**.

**Cause:** The registration screen did not launch automatically.

---

## Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-In-One Driver Software**, and then click **Change/Remove**.
   Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

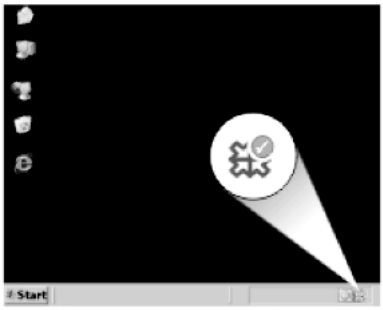
6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

   **NOTE:** If you no longer have the installation CD, you can download the software from www.hp.com/support.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.



To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.



# Network troubleshooting

This section addresses problems you might encounter setting up a network. Check the device display for specific error messages.

This section contains the following topics:


- During wireless network setup you do not see the SSID (network name) displayed
- Weak signal
- Cannot connect to network during setup
- Invalid WEP key during wireless setup
- Invalid passphrase during wireless setup
- The Printer Not Found screen appears during installation


## During wireless network setup you do not see the SSID (network name) displayed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Turn on the Broadcast SSID option
- Solution 2: Establish a good signal between the product and wireless router (infrastructure) or computer (ad hoc)
- Solution 3: Check if your network name (SSID) is at the bottom of the SSID list
- Solution 4: Unplug the Ethernet cable


### Solution 1: Turn on the Broadcast SSID option

**Solution:** Access the router's Embedded Web Server and turn on the **Broadcast SSID** option. See the user guide that came with your wireless router for information on how to access the Embedded Web Server and check the Broadcast SSID setting.

For more information, see:

“Connect to an integrated wireless WLAN 802.11 network” on page 13

**Cause:** Your wireless router was not broadcasting its network name (SSID) because the **Broadcast SSID** option was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Establish a good signal between the product and wireless router (infrastructure) or computer (ad hoc)

**Solution:** In order to establish a good signal between the product and wireless router (infrastructure) or computer (ad hoc), you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If your computer or wireless router and the product are placed far apart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the product and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

**Cause:** The wireless router (infrastructure) or computer (ad hoc) was too far from the product or there was interference.

If this did not solve the issue, try the next solution.

---

### Solution 3: Check if your network name (SSID) is at the bottom of the SSID list

**Solution:** Press the down arrow to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

**Cause:** Your network name (SSID) was at the bottom of the SSID list that was displayed when you installed the product on a wireless network.

If this did not solve the issue, try the next solution.

---

### Solution 4: Unplug the Ethernet cable

**Solution:** When an Ethernet cable is plugged into the product, the wireless radio turns off. Unplug the Ethernet cable.

**Cause:** An Ethernet cable was connected to the product.

---

### Weak signal

**Solution:** In order to establish a good signal between the product and the wireless router, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If your computer or wireless router and the product are placed far apart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the product and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

**Cause:** The product was too far away from the wireless router or there was interference.

---

## Cannot connect to network during setup

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Turn on the networked devices
- Solution 2: Move the wireless router and the product closer together
- Solution 3: Enter your network name (SSID) carefully
- Solution 4: Disable MAC address filtering on your wireless router


### Solution 1: Turn on the networked devices

**Solution:** Turn on the networked devices, such as the wireless router for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the wireless router, see the documentation that came with your wireless router.

**Cause:** The equipment was not turned on.

If this did not solve the issue, try the next solution.

---

### Solution 2: Move the wireless router and the product closer together

**Solution:** Move the wireless router and the product closer together and then run the wireless setup again.

For more information, see:


“Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network” on page 12


**Cause:** The product was not receiving a signal.

If this did not solve the issue, try the next solution.

---

### Solution 3: Enter your network name (SSID) carefully

**Solution:** Run the wireless setup process again and enter your network name (SSID) carefully. Remember that the SSID is case-sensitive.

For more information, see:

“Connect to an integrated wireless WLAN 802.11 network” on page 13

**Cause:** If you had manually entered your network name (SSID), you must have entered it incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 4: Disable MAC address filtering on your wireless router

**Solution:** Disable MAC address filtering on your wireless router until the product has successfully connected to your network. If you re-enable MAC address filtering on your wireless router, make sure the MAC address of the product is on the list of acceptable MAC addresses.

**Cause:** The setting for MAC address filtering was enabled on your wireless router.

---

### Invalid WEP key during wireless setup

**Solution:** During the wireless setup process, you might have entered the WEP key incorrectly. Some wireless routers provide up to four WEP keys. The product uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case sensitive.

If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

**Cause:** If you were using WEP security, you must have entered the WEP key incorrectly during the wireless setup process.

---

### Invalid passphrase during wireless setup

**Solution:** Run the wireless setup process again and enter the correct passphrase. The passphrase is case-sensitive.

**Cause:** During the wireless setup process, you had entered the WPA passphrase incorrectly.

---

## The Printer Not Found screen appears during installation

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Temporarily disable the anti-virus or anti-spyware applications
- Solution 2: Temporarily disable the Virtual Private Network (VPN)
- Solution 3: Turn on the product

### Solution 1: Temporarily disable the anti-virus or anti-spyware applications

**Solution:** Uninstall the product software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the product software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the product software, rebooting your computer, and temporarily disabling your firewall before reinstalling the product software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

**Cause:** A firewall, anti-virus, or anti-spyware application was preventing the product from accessing your computer.

If this did not solve the issue, try the next solution.

---

### Solution 2: Temporarily disable the Virtual Private Network (VPN)

**Solution:** Temporarily disable the VPN before proceeding with the installation.

**NOTE:** The product functionality will be limited during VPN sessions.

**Cause:** An open VPN was preventing the product from accessing your computer.

If this did not solve the issue, try the next solution.

---

### Solution 3: Turn on the product

**Solution:** Turn on the product.

**Cause:** The product was not turned on.

---

# Paper jams

To help avoid paper jams, follow these guidelines:

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

This section contains the following topics:


- Clear paper jams
- Information on paper

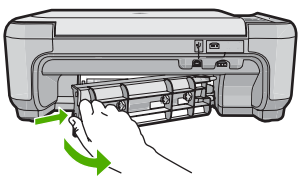



## Clear paper jams

**Solution:** In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

### To clear a paper jam from the rear door

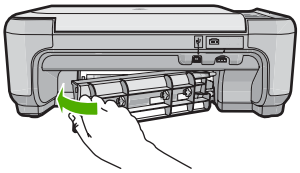
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



2. Gently pull the paper out of the rollers.

   △ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press **OK** on the control panel to continue the current job.

**Cause:** Paper had jammed in the product.

---

### Information on paper

The HP All-in-One is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

## Print quality troubleshooting

Use this section to solve these print quality problems:

- Wrong, inaccurate, or bleeding colors
- Ink is not filling the text or graphics completely
- The printout has a horizontal band of distortion near the bottom of a borderless print
- Printouts have horizontal streaks or lines
- Printouts are faded or have dull colors
- Printouts seem blurry or fuzzy
- Printouts have vertical streaks
- Printouts are slanted or skewed
- Ink streaks on the back of the paper

- Paper is not picked up from the input tray
- The text edges are jagged

## Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look different than what you expected.
  For example, the colors in your graphic or photo look one way on your computer screen but print out differently, or magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.

Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- Solution 1: Make sure you are using genuine HP print cartridges
- Solution 2: Make sure paper is loaded correctly in the input tray
- Solution 3: Check the paper type
- Solution 4: Check to see if the product is in ink-backup mode
- Solution 5: Check the print settings
- Solution 6: Clean or replace the print cartridges



### Solution 1: Make sure you are using genuine HP print cartridges

**Solution:** Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

**NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

**Cause:** Non-HP ink cartridges were being used.

If this did not solve the issue, try the next solution.

### Solution 2: Make sure paper is loaded correctly in the input tray

**Solution:** Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the print head during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

“Load paper” on page 34

**Cause:** The paper was loaded incorrectly, or it was wrinkled or too thick.

If this did not solve the issue, try the next solution.

---

### Solution 3: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- “Recommended papers for printing and copying” on page 32
- “Information on paper” on page 115

**Cause:** The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

---

### Solution 4: Check to see if the product is in ink-backup mode

**Solution:** Check to see if the the product is printing in ink-backup mode, with only one print cartridge installed.

If the product is in ink-backup mode, text and photo quality will differ from those printed when using both print cartridges.

If you are satisfied with the print quality, continue printing in ink-backup mode. Or, replace the missing print cartridge.

For more information, see:

- “Ink-backup mode” on page 86
- “Replace the print cartridges” on page 81

**Cause:** A print cartridge was missing and the product was printing in ink-backup mode.

If this did not solve the issue, try the next solution.

---

### Solution 5: Check the print settings

**Solution:** Check the print settings.

- Check the print settings to see if the color settings are incorrect.
  For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.
  You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Premium Photo Papers, is loaded in the input tray.

**NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or print cartridges. No further troubleshooting is required.

For more information, see:

- “Change the print speed or quality” on page 46
- “Choose papers for printing and copying” on page 31

**Cause:** The print settings were set incorrectly.

If this did not solve the issue, try the next solution.

### Solution 6: Clean or replace the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- “Check the estimated ink levels” on page 80
- “Print a self-test report” on page 94
- “Clean the print cartridges” on page 88

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

## Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- Solution 1: Check the print settings
- Solution 2: Check the paper type
- Solution 3: Make sure you are using genuine HP print cartridges
- Solution 4: Check the print cartridges
- Solution 5: Replace the print cartridge

### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- “Set the paper type for printing” on page 45
- “Change the print speed or quality” on page 46
- “Print using Maximum dpi” on page 53
- “Change copy speed or quality” on page 73

**Cause:** The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- “Recommended papers for printing and copying” on page 32
- “Information on paper” on page 115

**Cause:** The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

---

### Solution 3: Make sure you are using genuine HP print cartridges

**Solution:** Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

**NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

**Cause:** Non-HP ink cartridges were being used.

If this did not solve the issue, try the next solution.

### Solution 4: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- “Check the estimated ink levels” on page 80
- “Print a self-test report” on page 94
- “Clean the print cartridges” on page 88

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

If this did not solve the issue, try the next solution.

### Solution 5: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

## The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

- Solution 1: Check the paper type
- Solution 2: Use a higher print quality setting
- Solution 3: Rotate the image

### Solution 1: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- “Recommended papers for printing and copying” on page 32
- “Information on paper” on page 115

**Cause:** The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

### Solution 2: Use a higher print quality setting

**Solution:** Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

**NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:

- “Change the print speed or quality” on page 46
- “Print using Maximum dpi” on page 53
- “Change copy speed or quality” on page 73

**Cause:** The print quality setting was set too low.

If this did not solve the issue, try the next solution.

### Solution 3: Rotate the image

**Solution:** If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

“Change the page orientation” on page 46

**Cause:** The photo image had odd hues printed near the bottom of the page.

---

## Printouts have horizontal streaks or lines

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.


- Solution 1: Make sure the paper is loaded correctly
- Solution 2: Use a higher print quality setting
- Solution 3: If the print cartridge was dropped, wait for it to recover
- Solution 4: Clean the print cartridge nozzles
- Solution 5: Check the print cartridges
- Solution 6: Replace the print cartridge




### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

“Load paper” on page 34

**Cause:** The paper was not loaded correctly.

The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Use a higher print quality setting

**Solution:** Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

**NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:


- “Change the print speed or quality” on page 46
- “Print using Maximum dpi” on page 53
- “Change copy speed or quality” on page 73


**Cause:** The print quality or copy setting on the product was set too low.

If this did not solve the issue, try the next solution.

---

### Solution 3: If the print cartridge was dropped, wait for it to recover

**Solution:** Allow 30 minutes for the print cartridge to recover.

**Cause:** A tri-color or photo print cartridge was jarred or handled roughly during installation.

If this did not solve the issue, try the next solution.

---

### Solution 4: Clean the print cartridge nozzles

**Solution:** Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

For more information, see:

"Clean the area around the ink nozzles" on page 91

**Cause:** The print cartridge nozzles needed to be cleaned.

If this did not solve the issue, try the next solution.

---

### Solution 5: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:


- "Check the estimated ink levels" on page 80
- "Print a self-test report" on page 94
- "Clean the print cartridges" on page 88


**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

If this did not solve the issue, try the next solution.

---

### Solution 6: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

---

## Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.


- Solution 1: Check the print settings
- Solution 2: Check the paper type
- Solution 3: If you are making a copy, place a protective sheet on the glass
- Solution 4: Clean the glass
- Solution 5: Check the print cartridges
- Solution 6: Replace the print cartridge




### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:


- “Set the paper type for printing” on page 45
- “Change the print speed or quality” on page 46
- “Print using Maximum dpi” on page 53
- “Change copy speed or quality” on page 73


**Cause:** The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- “Recommended papers for printing and copying” on page 32
- “Information on paper” on page 115

**Cause:** The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

### Solution 3: If you are making a copy, place a protective sheet on the glass

**Solution:** If you are making a copy, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

**Cause:** The quality of the original was poor.

If this did not solve the issue, try the next solution.

### Solution 4: Clean the glass

**Solution:** Clean the glass and lid backing.

For more information, see:

- “Clean the lid backing” on page 95
- “Clean the glass” on page 95

**Cause:** Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

If this did not solve the issue, try the next solution.

### Solution 5: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- “Check the estimated ink levels” on page 80
- “Print a self-test report” on page 94
- “Clean the print cartridges” on page 88

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

If this did not solve the issue, try the next solution.

---

### Solution 6: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

**NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

---

## Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

**TIP:** After reviewing the solutions in this section, you can go to HP's website to see if there is additional troubleshooting help. For more information, go to: www.hp.com/support.


- Solution 1: Check the print settings
- Solution 2: Use a higher quality image
- Solution 3: Print the image in a smaller size


### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- “Set the paper type for printing” on page 45
- “Change the print speed or quality” on page 46
- “Print using Maximum dpi” on page 53
- “Change copy speed or quality” on page 73

**Cause:** The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Use a higher quality image

**Solution:** Use a higher resolution image.

If you are printing a photo or graphic,and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The resolution of the image was low.

If this did not solve the issue, try the next solution.

---

### Solution 3: Print the image in a smaller size

**Solution:** Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The image was printed in a larger size.

---

### Printouts have vertical streaks

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- “Recommended papers for printing and copying” on page 32
- “Information on paper” on page 115

**Cause:** The wrong kind of paper was loaded in the input tray.

---

## Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- Solution 1: Make sure the paper is loaded correctly
- Solution 2: Make sure only one type of paper is loaded
- Solution 3: Ensure that the rear door is securely installed

### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

“Load paper” on page 34

**Cause:** The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Make sure only one type of paper is loaded

**Solution:** Load only one type of paper at a time.

**Cause:** More than one type of paper was loaded in the input tray.

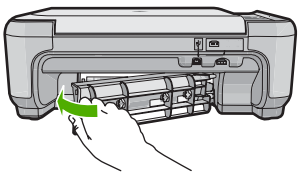
If this did not solve the issue, try the next solution.

---

### Solution 3: Ensure that the rear door is securely installed

**Solution:** Make sure that the rear door is securely installed.

If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



**Cause:** The rear door was not securely installed.

---

## Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- Solution 1: Print on a page of plain paper
- Solution 2: Wait while the ink dries

### Solution 1: Print on a page of plain paper

**Solution:** Print one or several pages of plain paper to soak up any excess ink in the product.

**To remove excess ink using plain paper**

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

**Cause:** Ink accumulated inside the product, where the back of the paper rests during printing.

If this did not solve the issue, try the next solution.

---

### Solution 2: Wait while the ink dries

**Solution:** Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

**Cause:** The excess ink in the product needed to dry out.

---

## Paper is not picked up from the input tray

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Make sure the paper is loaded correctly
- Solution 2: Check the print settings
- Solution 3: Clean the rollers
- Solution 4: Contact HP support for service

### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

“Load paper” on page 34

**Cause:** The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:


- "Set the paper type for printing" on page 45
- "Change the print speed or quality" on page 46
- "Print using Maximum dpi" on page 53
- "Change copy speed or quality" on page 73


**Cause:** The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 3: Clean the rollers

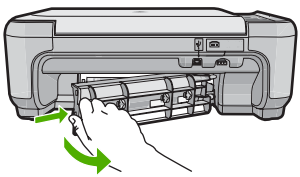
**Solution:** Clean the rollers.

Make sure you have the following materials available:

- A lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

**To clean the rollers**

1. Turn off the product and remove the power cord.
2. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear door. Gently push the door forward until it snaps into place.
6. Plug the power cord back in, and turn on the product.
7. Try to print again.

**Cause:** The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

---

### Solution 4: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

---

## The text edges are jagged

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

- Solution 1: Use TrueType or OpenType fonts
- Solution 2: Align the print cartridges

### Solution 1: Use TrueType or OpenType fonts

**Solution:** Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.

| | |
|---|---|
| TrueType icon | OpenType icon |

**Cause:** The font was a custom size.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

If this did not solve the issue, try the next solution.

---

### Solution 2: Align the print cartridges

**Solution:** Align the print cartridges.

For more information, see:

“Align the print cartridges” on page 87

**Cause:** The print cartridges needed to be aligned.

---

# Print troubleshooting

Use this section to solve these printing problems:

- Envelopes print incorrectly
- Borderless printing produces unexpected results
- The product is not responding
- The product prints meaningless characters
- Nothing happens when I try to print
- The pages in my document came out in the wrong order
- The margins are not printing as expected
- Text or graphics are cut off at the edge of the page
- A blank page came out while printing
- Ink is spraying the inside of the product when I print a photo




## Envelopes print incorrectly

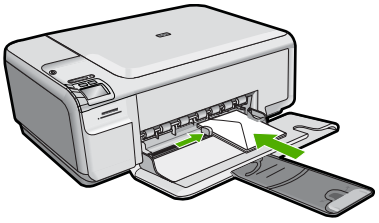
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Load the stack of envelopes correctly
- Solution 2: Check the envelope type
- Solution 3: Tuck the flaps to avoid paper jams


### Solution 1: Load the stack of envelopes correctly

**Solution:** Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



For more information, see:

"Load envelopes" on page 38

**Cause:** A stack of envelopes was loaded incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Check the envelope type

**Solution:** Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

**Cause:** The wrong type of envelope was loaded.

If this did not solve the issue, try the next solution.

---

### Solution 3: Tuck the flaps to avoid paper jams

**Solution:** To avoid paper jams, tuck the flaps inside the envelopes.

**Cause:** The flaps might get caught in the rollers.

---

### Borderless printing produces unexpected results

**Solution:** Try printing the image from the photo imaging software that came with the product.

**Cause:** Printing a borderless image from a non-HP software application produced unexpected results.

---

## The product is not responding

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Turn on the product
- Solution 2: Load paper in the input tray
- Solution 3: Select the correct printer
- Solution 4: Check the printer driver status
- Solution 5: Wait until the product completes the current operation
- Solution 6: Remove all cancelled print jobs from the queue
- Solution 7: Clear the paper jam
- Solution 8: Make sure the print carriage can move freely
- Solution 9: Check the connection from the product to your computer
- Solution 10: Reset the product


### Solution 1: Turn on the product

**Solution:** Look at the On light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.

**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Load paper in the input tray

**Solution:** Load paper in the input tray.

For more information, see:

"Load full-size paper or small-size photo paper" on page 34

**Cause:** The product was out of paper.

If this did not solve the issue, try the next solution.

### Solution 3: Select the correct printer

**Solution:** Make sure you have selected the correct printer in your software application.

**TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

**Cause:** The product was not the selected printer.

If this did not solve the issue, try the next solution.

### Solution 4: Check the printer driver status

**Solution:** The printer driver status might have changed to either **offline** or **stop printing**.

**To check the printer driver status**

▲ In the HP Solution Center, click the **Status** tab.

**Cause:** The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

### Solution 5: Wait until the product completes the current operation

**Solution:** If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

**Cause:** The product was busy with another task.

If this did not solve the issue, try the next solution.

### Solution 6: Remove all cancelled print jobs from the queue

**Solution:** A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

**Cause:** A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

---

### Solution 7: Clear the paper jam

**Solution:** Clear the paper jam.

For more information, see:

"Clear paper jams" on page 114

**Cause:** The product had a paper jam.

If this did not solve the issue, try the next solution.

---

### Solution 8: Make sure the print carriage can move freely

**Solution:** Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

"Carriage stall" on page 216

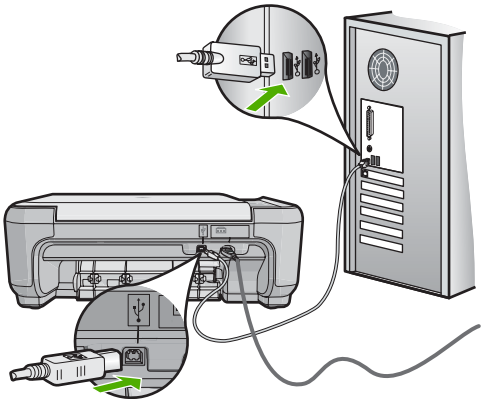
**Cause:** The print carriage had stalled.

If this did not solve the issue, try the next solution.

---

### Solution 9: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Photosmart Software, click **Settings**, and then click **Status**.

**Cause:** The computer was not communicating with the product.

If this did not solve the issue, try the next solution.

---

### Solution 10: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

**Cause:** The product experienced an error.

---

## The product prints meaningless characters

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reset the product
- Solution 2: Print a previously saved version of the document

### Solution 1: Reset the product

**Solution:** Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

**Cause:** There was no available memory in the product.

If this did not solve the issue, try the next solution.

---

### Solution 2: Print a previously saved version of the document

**Solution:** Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

**Cause:** The document was corrupt.

---

## Nothing happens when I try to print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Turn on the product
- Solution 2: Load paper in the input tray
- Solution 3: Select the correct printer
- Solution 4: Check the printer driver status
- Solution 5: Wait until the product completes the current operation
- Solution 6: Remove all cancelled print jobs from the queue
- Solution 7: Clear the paper jam
- Solution 8: Make sure the print carriage can move freely
- Solution 9: Check the connection from the product to your computer
- Solution 10: Reset the product


### Solution 1: Turn on the product

**Solution:** Look at the On light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.

**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Load paper in the input tray

**Solution:** Load paper in the input tray.

For more information, see:

"Load full-size paper or small-size photo paper" on page 34

**Cause:** The product was out of paper.

If this did not solve the issue, try the next solution.

---

### Solution 3: Select the correct printer

**Solution:** Make sure you have selected the correct printer in your software application.

**TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

**Cause:** The product was not the selected printer.

If this did not solve the issue, try the next solution.

---

### Solution 4: Check the printer driver status

**Solution:** The printer driver status might have changed to either **offline** or **stop printing**.

**To check the printer driver status**

▲ In the HP Solution Center, click the **Status** tab.

**Cause:** The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

---

### Solution 5: Wait until the product completes the current operation

**Solution:** If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

**Cause:** The product was busy with another task.

If this did not solve the issue, try the next solution.

---

### Solution 6: Remove all cancelled print jobs from the queue

**Solution:** A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

**Cause:** A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

---

### Solution 7: Clear the paper jam

**Solution:** Clear the paper jam.

For more information, see:

“Clear paper jams” on page 114

**Cause:** The product had a paper jam.

If this did not solve the issue, try the next solution.

### Solution 8: Make sure the print carriage can move freely

**Solution:** Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

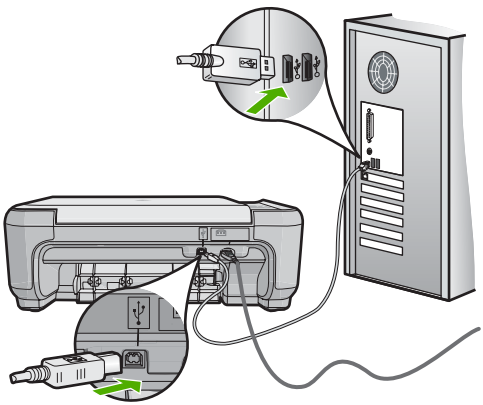
"Carriage stall" on page 216

**Cause:** The print carriage had stalled.

If this did not solve the issue, try the next solution.

### Solution 9: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Photosmart Software, click **Settings**, and then click **Status**.

**Cause:** The computer was not communicating with the product.

If this did not solve the issue, try the next solution.

### Solution 10: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

**Cause:** The product experienced an error.

---

### The pages in my document came out in the wrong order

**Solution:** Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

For more information, see:

"Print a multiple-page document in reverse order" on page 57

**Cause:** The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, the first page will be print side up at the bottom of the stack.

---

## The margins are not printing as expected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Check the printer margins
- Solution 2: Verify the paper size setting
- Solution 3: Load the stack of paper correctly
- Solution 4: Load a stack of envelopes correctly in the input tray


### Solution 1: Check the printer margins

**Solution:** Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

**To check your margin settings**

1. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
   The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

**Cause:** The margins were not set correctly in your software application.

If this did not solve the issue, try the next solution.

---

### Solution 2: Verify the paper size setting

**Solution:** Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

**Cause:** The paper size setting might not have been set correctly for the project you were printing.

If this did not solve the issue, try the next solution.

---

### Solution 3: Load the stack of paper correctly

**Solution:** Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

"Load envelopes" on page 38

**Cause:** The paper guides were not positioned correctly.

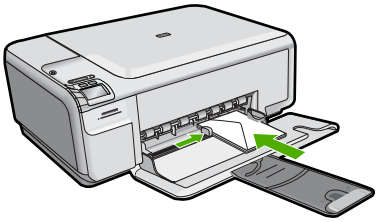
If this did not solve the issue, try the next solution.

---

### Solution 4: Load a stack of envelopes correctly in the input tray

**Solution:** Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



For more information, see:

"Load envelopes" on page 38

**Cause:** A stack of envelopes was loaded incorrectly.

---

## Text or graphics are cut off at the edge of the page

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Check the margin settings
- Solution 2: Check the layout of the document
- Solution 3: Load the stack of papers correctly

- Solution 4: Try printing with borders

### Solution 1: Check the margin settings

**Solution:** Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

**To check your margin settings**

1. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
   The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

**Cause:** The margins were not set correctly in your software application.

If this did not solve the issue, try the next solution.

---

### Solution 2: Check the layout of the document

**Solution:** Make sure the layout of the document you are trying to print fits on a paper size supported by the product.

**To preview the print layout**

1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the product.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

**TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

**Cause:** The size of the document you were printing was larger than the paper loaded in the input tray.

If this did not solve the issue, try the next solution.

---

### Solution 3: Load the stack of papers correctly

**Solution:** If the paper is misfeeding, it could cause parts of the document to cut off.

Remove the stack of paper from the input tray, and then reload the paper.

For more information, see:

“Load full-size paper or small-size photo paper” on page 34

**Cause:** The paper was loaded incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 4: Try printing with borders

**Solution:** Try printing with borders by turning off the borderless option.

For more information, see:

“Print a borderless image” on page 50

**Cause:** Borderless printing was enabled. By selecting the **Borderless** option, your printed photo was enlarged and centered to fit the printable area of the page. Depending on the relative sizes of the digital photo and the paper on which you are printing, this could result in some parts of the image being cropped.

---

## A blank page came out while printing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Remove any extra pages or lines at the end of the document
- Solution 2: Load paper in the input tray
- Solution 3: Check the print cartridge


### Solution 1: Remove any extra pages or lines at the end of the document

**Solution:** Open the document file in your software application and remove any extra pages or lines at the end of the document.

**Cause:** The document you were printing contained an additional blank page.

If this did not solve the issue, try the next solution.

---

### Solution 2: Load paper in the input tray

**Solution:** If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

“Load full-size paper or small-size photo paper” on page 34

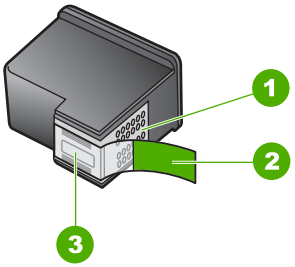
**Cause:** The product picked up two sheets of paper.

If this did not solve the issue, try the next solution.

---

### Solution 3: Check the print cartridge

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

**Cause:** The protective plastic tape was only partially removed from the print cartridge.

---

### Ink is spraying the inside of the product when I print a photo

**Solution:** Make sure you load photo paper in the input tray before you print a borderless print job.

For more information, see:

“Load full-size paper or small-size photo paper” on page 34

**Cause:** You were using the wrong paper type. The borderless print settings require you to print on photo paper.

---

## Memory card troubleshooting

Use this section to solve these memory card problems:

- My memory card no longer works in my digital camera
- The Photo light next to the memory card slots is blinking

- The On button is blinking
- The product does not read the memory card
- The photos on the memory card do not transfer to my computer
- Solution 5: To map the memory card to a network drive in windows

### My memory card no longer works in my digital camera

**Solution:** Reformat your memory card in your camera or format your memory card on a Windows computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

**Cause:** You formatted the card on a Windows XP computer. By default, Windows XP formats a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other products use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

---

### The Photo light next to the memory card slots is blinking

**Solution:** Do not pull out the memory card while the Photo light is flashing. A flashing light means the product is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the product and card.

For more information, see:

“Insert a memory card” on page 63

**Cause:** The product was reading the memory card.

---

## The On button is blinking

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Remove and reinsert the memory card
- Solution 2: Remove the additional memory card

### Solution 1: Remove and reinsert the memory card

**Solution:** Remove and reinsert the memory card. You might have inserted it incorrectly. Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the problem continues, the memory card might be defective.

For more information, see:

“Insert a memory card” on page 63

**Cause:** The product detected an error with the memory card.

If this did not solve the issue, try the next solution.

---

### Solution 2: Remove the additional memory card

**Solution:** Remove one of the memory cards. You can use only one memory card at a time.

For more information, see:

“Insert a memory card” on page 63

**Cause:** You had inserted more than one memory card.

---

## The product does not read the memory card

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Insert the memory card properly
- Solution 2: Insert the memory card fully into the appropriate slot on the product
- Solution 3: Remove the additional memory card
- Solution 4: Reformat the memory card in your digital camera



### Solution 1: Insert the memory card properly

**Solution:** Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was inserted backwards or upside down.

If this did not solve the issue, try the next solution.

---

### Solution 2: Insert the memory card fully into the appropriate slot on the product

**Solution:** Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was not fully inserted in the appropriate slot on the product.

If this did not solve the issue, try the next solution.

---

### Solution 3: Remove the additional memory card

**Solution:** You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

**Cause:** You had inserted more than one memory card.

If this did not solve the issue, try the next solution.

---

### Solution 4: Reformat the memory card in your digital camera

**Solution:** Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

**Cause:** The memory card file system was corrupted.

---

## The photos on the memory card do not transfer to my computer

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Install the product software
- Solution 2: Turn on the product
- Solution 3: Turn on the computer
- Solution 4: Check the connection from the product to your computer

### Solution 1: Install the product software

**Solution:** Install the product software that came with the product. If it is installed, restart your computer.

**To install the product software**

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the product software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

**Cause:** The product software was not installed.

If this did not solve the issue, try the next solution.

---

### Solution 2: Turn on the product

**Solution:** Turn on the product.

**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 3: Turn on the computer

**Solution:** Turn on the computer

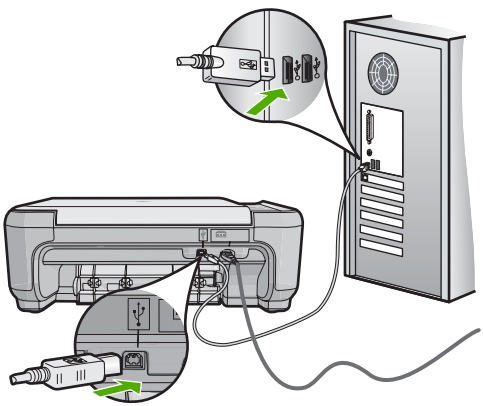
**Cause:** The computer was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 4: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.



For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

**Cause:** The product was not properly connected to the computer.

---

### Solution 5: To map the memory card to a network drive in windows

**Solution:**

**To map the network drive**

1. Turn on the product.
2. Print a network configuration page to get the name and IP address of the unit.
   a. Press **Setup**.
   b. Use the arrow keys to select **Network**.
   c. Press **OK**.
   d. Press **Drive** to view Network Settings.
   e. Press **OK** to print the network configuration page.
   f. Press **OK** until the main screen appears.
3. Right-click **My Computer** and then click **Map Network Drive**.
   A **Map Network Drive** dialog box opens.
4. In the **Drive** dialog box, select an available drive letter.
5. In the **Path** or **Folder** text box, type the following:
   `\\< hostname of the unit from the network configuration page >\Memory_Card`

   **NOTE:** **Do not** use Browse.
6. Select **Reconnect at logon**.
7. Click **OK** or **Finish**.

**Cause:** The memory card was not mapped to a network drive.

## Scan troubleshooting

Use this section to solve these scan problems:

- Scan halts
- Scan fails
- Scan fails because of insufficient computer memory
- Scanned image is blank
- Scanned image is incorrectly cropped
- Scanned image has incorrect page layout
- Scanned image shows dotted lines instead of text
- Text format is incorrect
- Text is incorrect or missing
- The scan feature does not work

### Scan halts

**Solution:** Turn off the product and then turn it back on.

If this does not work, try changing the scan to a lower resolution.

**Cause:** The computer system resources might have been low.

---

## Scan fails

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Turn on your computer
- Solution 2: Connect your computer to the product with a standard USB cable
- Solution 3: Install the HP Photosmart Software
- Solution 4: Start the HP Photosmart Software




### Solution 1: Turn on your computer

**Solution:** Turn on your computer.

**Cause:** The computer was not turned on.

If this did not solve the issue, try the next solution.

---

### Solution 2: Connect your computer to the product with a standard USB cable

**Solution:** Connect your computer to the product with a standard USB cable.

For more information, see the Start Here guide.

**Cause:** Your computer was not connected to the product by a USB cable.

If this did not solve the issue, try the next solution.

---

### Solution 3: Install the HP Photosmart Software

**Solution:** Insert the HP Photosmart installation CD and install the software.

For more information, see the Start Here guide.

**Cause:** The HP Photosmart software might not have been installed.

If this did not solve the issue, try the next solution.

---

### Solution 4: Start the HP Photosmart Software

**Solution:** Start the software you installed with the product and try scanning again.

**Cause:** The HP Photosmart Software was installed, but was not running.

---

### Scan fails because of insufficient computer memory

**Solution:** Close all programs that are not in use. This includes programs that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

If this does not work, it might help to restart your computer. Some programs do not release memory when you close them. Restarting your computer will clear the memory.

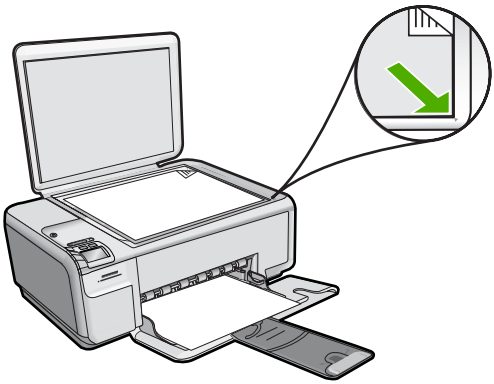
If this problem occurs frequently, or if you encounter memory problems while using other programs, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

**Cause:** Too many programs were running on your computer.

---

### Scanned image is blank

**Solution:** Load your original print side down on the right front corner of the glass.



**Cause:** The original was placed incorrectly on the glass.

---

### Scanned image is incorrectly cropped

**Solution:** The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

**Cause:** The software was set to automatically crop scanned pictures.

---

### Scanned image has incorrect page layout

**Solution:** Turn off autocropping in the software to retain the page layout.

**Cause:** Automatic cropping was changing the page layout.

---

### Scanned image shows dotted lines instead of text

**Solution:** Make a black-and-white copy of the original and then scan the copy.

**Cause:** If you used the **Text** image type to scan text that you planned to edit, the scanner might not have recognized color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you scanned an original that has graphics or artwork surrounding the text, the scanner might not have recognized the text.

---

### Text format is incorrect

**Solution:** Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

**Cause:** The scan document settings were incorrect.

---

## Text is incorrect or missing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Adjust the brightness in the software
- Solution 2: Clean the glass and lid
- Solution 3: Select the correct OCR language

### Solution 1: Adjust the brightness in the software

**Solution:** Adjust the brightness in the software, and then rescan the original.

**Cause:** The brightness was not set correctly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Clean the glass and lid

**Solution:** Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- “Clean the lid backing” on page 95
- “Clean the glass” on page 95

**Cause:** Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

If this did not solve the issue, try the next solution.

---

### Solution 3: Select the correct OCR language

**Solution:** Select the correct OCR language in the software.

**NOTE:** If you are using HP Photosmart Essential, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

**Cause:** The scan document settings were not set to the correct optical character recognition (OCR) language. The **OCR language** tells the software how to interpret the characters it sees in the original image. If the **OCR language** does not match the language in the original, the scanned text might be incomprehensible.

### The scan feature does not work

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Turn on the computer
- Solution 2: Check the cables
- Solution 3: Install or reinstall the HP Photosmart Software

#### Solution 1: Turn on the computer

**Solution:** Turn on the computer.

**Cause:** The computer was turned off.

If this did not solve the issue, try the next solution.

#### Solution 2: Check the cables

**Solution:** Check the cables that connect the product to your computer.If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.

**Cause:** The product was not connected to the computer.

If this did not solve the issue, try the next solution.

#### Solution 3: Install or reinstall the HP Photosmart Software

**Solution:** Install or reinstall the software that came with the product.

**Cause:** The software that came with the product was not installed or was not running.

## Copy troubleshooting

Use this section to solve these copy problems:

- Nothing happens when I try to copy
- Parts of the original do not appear or are cut off

- Resize to Fit is not working as expected
- The image is cropped when I make a borderless copy
- The printout is blank
- A borderless copy has white space around the edges

## Nothing happens when I try to copy

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Turn on the product
- Solution 2: Place the original correctly on the glass
- Solution 3: Wait until the product completes the current operation
- Solution 4: The product does not support the paper or envelope
- Solution 5: Clear the paper jam



### Solution 1: Turn on the product

**Solution:** Look at the On button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.

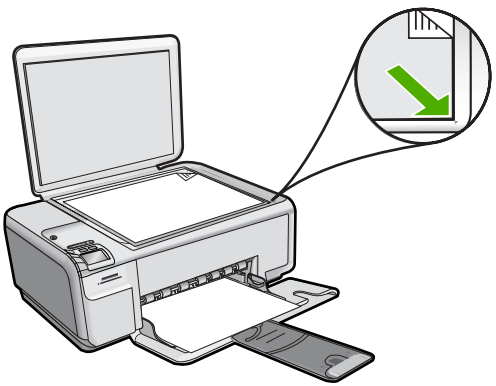
**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Place the original correctly on the glass

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

If this did not solve the issue, try the next solution.

---

### Solution 3: Wait until the product completes the current operation

**Solution:** Check the On light. If it is blinking, the product is busy.

**Cause:** The product was busy copying or printing.

If this did not solve the issue, try the next solution.

---

### Solution 4: The product does not support the paper or envelope

**Solution:** Do not use the product to copy onto envelopes or other papers it does not support.

For more information, see:

"Recommended papers for printing and copying" on page 32

**Cause:** The product did not recognize the paper type.

If this did not solve the issue, try the next solution.

---

### Solution 5: Clear the paper jam

**Solution:** Clear the paper jam and remove any torn paper that remains in the product.

For more information, see:

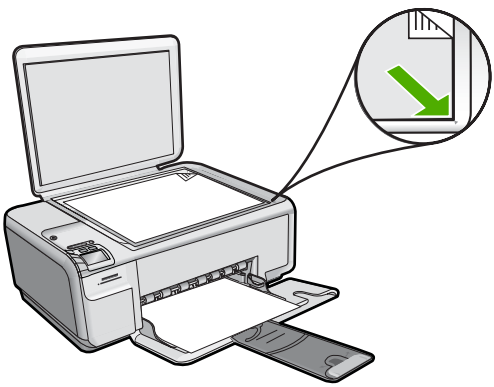
"Clear paper jams" on page 114

**Cause:** The product had a paper jam.

---

### Parts of the original do not appear or are cut off

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

---

## Resize to Fit is not working as expected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Scan, enlarge, and then print a copy
- Solution 2: Place the original correctly on the glass
- Solution 3: Wipe the glass and the back of the document lid


### Solution 1: Scan, enlarge, and then print a copy

**Solution:** **Resize to Fit** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

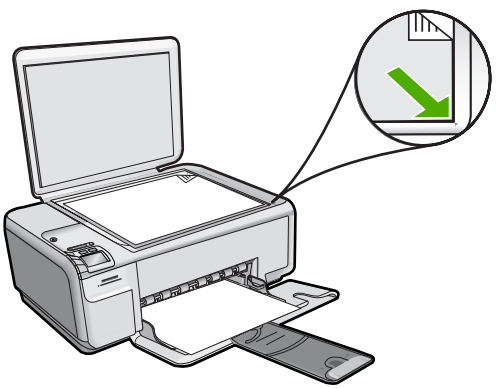
**Cause:** You were trying to increase the size of an original that was too small.

If this did not solve the issue, try the next solution.

---

### Solution 2: Place the original correctly on the glass

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

If this did not solve the issue, try the next solution.

---

### Solution 3: Wipe the glass and the back of the document lid

**Solution:** Turn off the product, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- “Clean the glass” on page 95
- “Clean the lid backing” on page 95

**Cause:** Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

---

## The image is cropped when I make a borderless copy

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Use Resize to Fit to enlarge the photo
- Solution 2: Use Resize to Fit to reduce the original to fit on the paper

### Solution 1: Use Resize to Fit to enlarge the photo

**Solution:** If you want to enlarge a photo to fit a full-size page without cropping the edges, use **Resize to Fit**.

For more information, see:

“Resize an original to fit onto letter or A4 paper” on page 75

**Cause:** The product cropped some of the image around the margins of the copy to achieve a borderless print without changing the proportions of the original.

If this did not solve the issue, try the next solution.

---

### Solution 2: Use Resize to Fit to reduce the original to fit on the paper

**Solution:** If your original is larger than the paper in the input tray, use the **Resize to Fit** feature to reduce your original to fit on the paper in the input tray.

For more information, see:

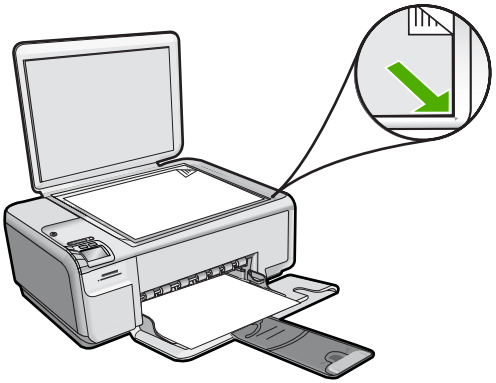
“Resize an original to fit onto letter or A4 paper” on page 75

**Cause:** The original was larger than the paper in the input tray.

---

## The printout is blank

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

---

## A borderless copy has white space around the edges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Scan, resize, and print the image
- Solution 2: Use photo paper to make borderless copies

### Solution 1: Scan, resize, and print the image

**Solution:** When you make a borderless copy of a very small original, the product enlarges the original up to a maximum percentage. This might leave white space around the edges. (The maximum percentage varies by model.)

Depending on the size of the borderless copy you are trying to make, the minimum size of the original varies. For example, you cannot enlarge a passport photo to create a letter-size borderless copy.

If you want to make a borderless copy of a very small original, scan the original into the computer, resize the image, and then print a borderless copy of the enlarged image.

**Cause:** You were trying to make a borderless copy of a very small original.

If this did not solve the issue, try the next solution.

---

### Solution 2: Use photo paper to make borderless copies

**Solution:** Use photo paper to make borderless copies.

For more information, see:

- “Load full-size paper or small-size photo paper” on page 34
- “Recommended papers for printing and copying” on page 32

**Cause:** You were trying to make a borderless copy without using photo paper.

---

# Errors

If the product has an error, the lights on the product might flash, or an error message might appear on your computer screen.

This section contains the following topics:


- Product messages
- File messages
- General user messages
- Paper messages
- Power and connection messages
- Print cartridge messages


## Product messages

The following is a list of product-related error messages:


- Carriage jam
- Product stall error
- Mechanism error
- Carriage blocked
- Door open
- Firmware revision mismatch
- Memory is full
- Scanner failure
- Scan errors
- Unable to print
- Product might not be correctly installed
- Product was not found
- Product could not find available scan destinations
- Required software component was not found or was incorrectly installed
- Error occurred while communicating with the product
- Missing HP Photosmart Software


### Carriage jam

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Clear the paper jam from the rear door
- Solution 2: Clear the paper jam from the front
- Solution 3: Make sure the print carriage can move freely
- Solution 4: Verify that the product is properly connected to a power source
- Solution 5: Print a self-test report
- Solution 6: Reset the product
- Solution 7: Contact HP support for service

### Solution 1: Clear the paper jam from the rear door

**Solution:** Clear the paper jam from the rear door.

For more information, see:

“Clear paper jams” on page 114

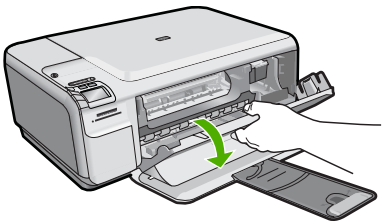
**Cause:** The product had a paper jam.

If this did not solve the issue, try the next solution.

---

### Solution 2: Clear the paper jam from the front

**Solution:** Turn off the product and open the print cartridge door to access the print carriage area. Gently remove any paper that is stuck between the rollers, and then turn on the product again.



If this did not solve the issue, try the next solution.

**Cause:** Paper was stuck in the front rollers.

If this did not solve the issue, try the next solution.

---

### Solution 3: Make sure the print carriage can move freely

**Solution:** Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

“Carriage stall” on page 216

**Cause:** The print carriage had stalled.

If this did not solve the issue, try the next solution.

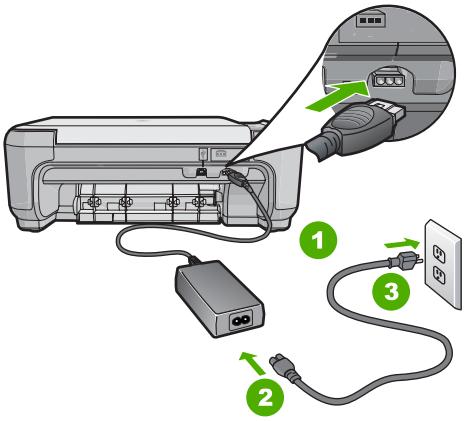
---

### Solution 4: Verify that the product is properly connected to a power source

**Solution:** Verify that the product is properly connected to a suitable power source.

**To verify the product is connected to a suitable power source**

1. Make sure that you are using the power cord provided with the product.
2. If the product is connected to a computer, make sure the computer has a grounded (three-prong) power plug.
3. Make sure the power cord is firmly connected to both the product and the power adaptor.
4. Plug the power cord directly into a power outlet.




| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

5. Try to print from your computer.
   If the product prints when plugged directly into a power outlet while disconnected from any power strips or surge suppressors, the power strip or surge suppressor might not be allowing sufficient voltage to reach the product.
6. If the product cannot print and the print carriage is still stalled, contact HP support for service.
   Go to: www.hp.com/support.
   If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** There might not be sufficient voltage for the product.

If this did not solve the issue, try the next solution.

---

### Solution 5: Print a self-test report

**Solution:** Print a self-test report to see if the product can print.

**To print a self-test report**

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the Cancel button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.

3. Make sure the test patterns show a complete grid and the thick color lines are complete.
   - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
   - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
   - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

If the product can print a self-test report and can print from the computer (if applicable), then there is no need to follow the remaining solutions, as the error message might be false.

**Cause:** The error was false.

If this did not solve the issue, try the next solution.

---

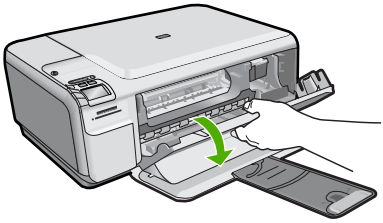
### Solution 6: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

**To reset the product**

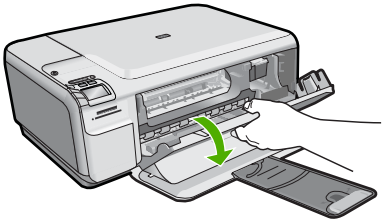
1. Remove all paper loaded in the input tray.
2. Make sure that the product is turned on and remove the USB cable from the back of the product.

3. Open the print cartridge door.



The print carriage should move to the far right side of the product.

4. Remove the print cartridges and keep them aside carefully.
5. Close the print cartridge door.
6. Disconnect the power cord from the product and wait for 60 seconds.
7. Reconnect the power cord to the product.
8. Turn on the product by pressing the On button.
9. Open the print cartridge door.



The print carriage should move to the far right side of the product.

10. Reinsert the print cartridges in the appropriate slots.
11. Close the print cartridge door.
12. Load paper in the input tray.
13. If prompted, print a cartridge calibration page, and then scan it.

**Cause:** The product experienced an error and had to be reset.

If this did not solve the issue, try the next solution.

---

### Solution 7: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

---

### Product stall error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reset the product
- Solution 2: Contact HP support

#### Solution 1: Reset the product

**Solution:** Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

**Cause:** You needed to reset the product.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Contact HP support

**Solution:** Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** There was a problem with the product.

---

### Mechanism error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Clear the paper jam
- Solution 2: Remove objects that are blocking the print carriage

#### Solution 1: Clear the paper jam

**Solution:** Clear the paper jam and remove any torn paper that remains in the product.

For more information, see:

“Clear paper jams” on page 114

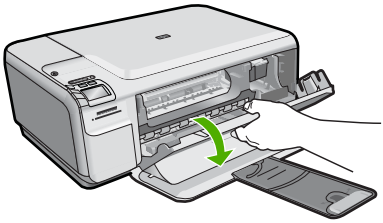
**Cause:** The product had a paper jam.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Remove objects that are blocking the print carriage

**Solution:** Lower the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn off the product and then turn it on again.

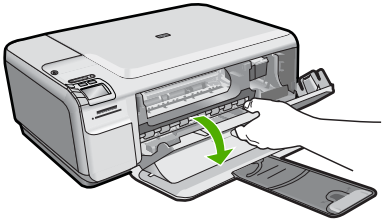


**Cause:** The print carriage was blocked.

---

### Carriage blocked

**Solution:** Turn off the product and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn on the product again.



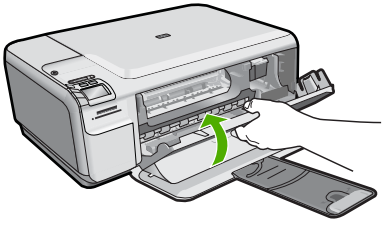
Follow the prompts on the display to continue.

**Cause:** The print carriage was blocked.

---

### Door open

**Solution:** Close the print cartridge door.



**Cause:** The print cartridge door was open.

---

### Firmware revision mismatch

**Solution:** Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The revision number of the product firmware did not match the revision number of the software.

---

### Memory is full

**Solution:** Try making fewer copies at a time.

**Cause:** The document you were copying exceeded the memory of the product.

---

### Scanner failure

**Solution:** Turn off the product and then turn it on again. Restart your computer and then try to scan again.

If the problem persists, try plugging the power cord directly into a power outlet rather than a surge protector or power strip. If the problem continues, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The product was busy or an unknown cause interrupted your scan.

---

### Scan errors

Review this section if you receive an error such as one of the following:

- An error occurred communicating with the scanning device.
- The scanning device could not be initialized.
- The scanning device could not be found.
- An internal error has occurred.
- The computer cannot communicate with the scanning device.

**NOTE:** Before starting to troubleshoot, make a copy to verify that the hardware is functioning correctly. If you cannot make a copy, see “Troubleshooting” on page 99 for more troubleshooting information.

Try each of the following solutions separately. After completing the steps for each solution, try to scan again. If the product still does not work, then go to the next solution.


- Solution 1: Verify if the software is installed correctly
- Solution 2: Refresh the Windows Device Manager
- Solution 3: Verify if the Digital Imaging Monitor is running
- Solution 4: Check the status of the product in the HP Solution Center
- Solution 5: Check the power supply
- Solution 6: Check the USB connection between the product and the computer
- Solution 7: Try scanning with Windows Image Acquisition (WIA)
- Solution 8: Disable the Lexbces service
- Solution 9: Run the Scan Diagnostic Utility

- Solution 10: Download and install the unexpected internal error and communications failure patch
- Solution 11: Check the USB chipset and controller
- Solution 12: Uninstall and then reinstall the software

### Solution 1: Verify if the software is installed correctly

**Solution:** Verify that the software was installed correctly. Open the HP Solution Center and verify that all the icons are present.

If the appropriate buttons for your product (such as **Make Copies**) do not appear, your installation might not be complete, and you might need to uninstall and then reinstall the software. Do not simply delete the application files from your hard drive. Make sure to remove them properly using the uninstall utility provided with the software.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-In-One Driver Software**, and then click **Change/Remove**.
   Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

   **NOTE:** If you no longer have the installation CD, you can download the software from www.hp.com/support.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

After you have reinstalled the software, try to scan again.

**Cause:** The software installation was not complete.

If this did not solve the issue, try the next solution.

### Solution 2: Refresh the Windows Device Manager

**Solution:** Refresh the Windows Device Manager.

**To refresh the Windows Device Manager**

1. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab, and then click **Device Manager**.
3. Double-click **Universal Serial Bus Controllers**.
4. Click **USB Composite Device**, click **Action**, and then click **Uninstall**.
   If a screen appears to confirm the deletion, confirm the deletion.
5. Disconnect the USB cable from the product.
6. Wait a few seconds, and then reconnect the cable.
   This should restart the Windows device detection (Plug and Play). A **New Hardware found screen** might appear.
7. Click **Next** through all of the screens that appear in the Wizard to install the USB Composite Device.
8. Click **Finish** to complete the installation.
9. Try to scan again.
10. If these steps do not resolve the problem, try using a different USB cable to connect the product to the computer.

**Cause:** Communication problems between the product and the USB controller caused this error to occur. This might be caused by an incomplete installation, a USB cable longer than 3 meters (9.8 feet) in length, or a defective USB cable.

If this did not solve the issue, try the next solution.

---

### Solution 3: Verify if the Digital Imaging Monitor is running

**Solution:** Verify that the **Digital Imaging Monitor** is running.

**To check that the Digital Imaging Monitor is running**

1. Look for the **Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.
2. If the **Digital Imaging Monitor** icon is not present, restart the computer.
3. After the computer restarts, try to scan again.

**Cause:** The **Digital Imaging Monitor** was not running.

If this did not solve the issue, try the next solution.

---

### Solution 4: Check the status of the product in the HP Solution Center

**Solution:** Check the status of the product in the HP Solution Center.

**To check the status of the product**

1. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **HP Solution Center**.
2. Verify that the product is listed in the **Select Device** area or that the appropriate tab is selected.
3. Click **Status**.
   If the product is working properly, a message appears indicating your product is ready.
4. If you receive a **Disconnected** error message, then check whether there is another instance or another tab for the product with a copy number included, such as HP Photosmart C4500 All-in-One series 2.
5. Select the second instance of the product and repeat steps 2 through 4.
6. Try to scan again.

**Cause:** There might have been two instances of the product connected to the HP Solution Center.

If this did not solve the issue, try the next solution.

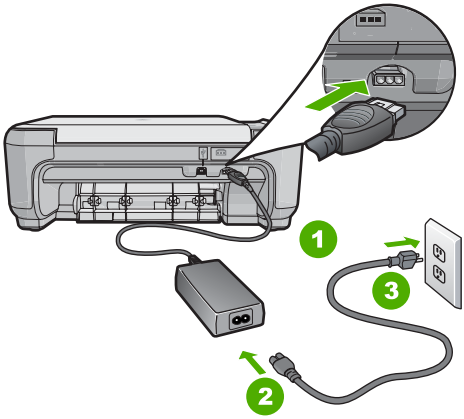
---

### Solution 5: Check the power supply

**Solution:** Check the power supply.

**To check the power supply**

1. Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.




| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adapter |

| | |
|---|---|
| 3 | Power outlet |

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

**Cause:** The product was not properly connected to a power supply or needed to be reset.

If this did not solve the issue, try the next solution.

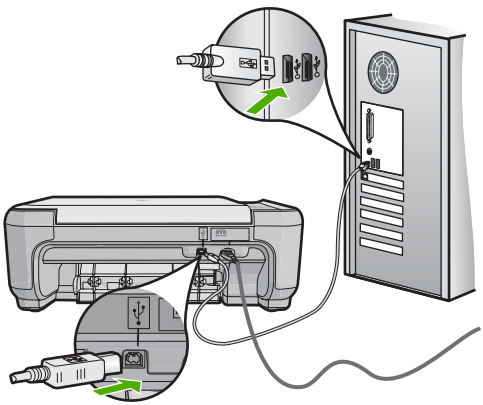
---

### Solution 6: Check the USB connection between the product and the computer

**Solution:** Check the USB connection between the product and the computer.

**To check the USB connection**

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
   If the scan fails, continue to the next step.

4. Do one of the following, depending upon how the product is connected to the computer:
   - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
   - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
   - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

   **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

**Cause:** The product was not properly connected to the computer.

If this did not solve the issue, try the next solution.

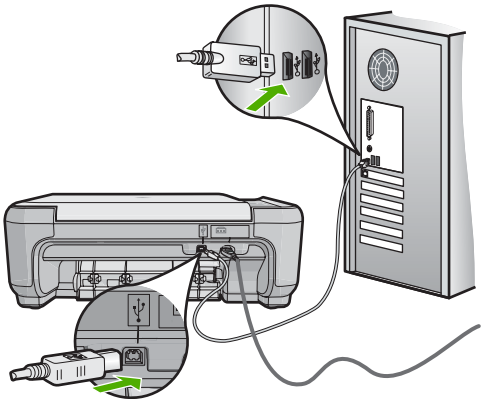


### Solution 7: Try scanning with Windows Image Acquisition (WIA)

**Solution:** Try scanning with Windows Image Acquisition (WIA) instead of the HP Solution Center.

**To scan using WIA**

1. Make sure the product is turned on.
2. Verify that the USB cable is securely plugged into the USB port on the back of the product.
   The USB icon on the cable faces up when the cable is properly connected.
3. Make sure the other end of the USB cable is plugged into a USB port on your computer.



4. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
5. Click **Imaging**.
6. From the Imaging application, click **File** and then click **Select Device**.
7. Select the product from the TWAIN source list.
8. Click **File**, and then click **Scan New**.
   Imaging for Windows will scan from the product using TWAIN software instead of the HP Solution Center.

**Cause:** If you could scan using WIA, this is an indication that there was a problem with the HP Solution Center. You can continue to use WIA to scan, or try the next solution.

If this did not solve the issue, try the next solution.

---

### Solution 8: Disable the Lexbces service

**Solution:** Check if the **Lexbces** service is started, and disable it.

If a Lexmark or Dell all-in-one device is connected with a USB cable to a computer where product is installed, the HP software might not scan because the **Lexbces** service is running.

**NOTE:** This solution only applies if you have a Lexmark or Dell all-in-one.

**To check for and disable the service**

1. Log into Windows as an Administrator.
2. Press the **Ctrl** + **Alt** + **Delete** to open the **Task Manager**.
3. Click the **Processes** tab.

4. If the Lexbceserver service is listed in the **Image Name** list, disable it.

   **To disable the service**

   a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
      The **Computer Management** appears.
   b. Double-click **Services and Applications**, and then double-click **Services**.
   c. In the right pane, right-click **Lexbceserver**, and then click **Properties**.
   d. On the **General tab**, in the **Service status** area, click **Stop**.
   e. From the **Startup type** drop-down menu, select **Disabled**, and then click **OK**.
   f. Click **OK** to close the dialog box.

5. Backup the Registry.

   △ **CAUTION:** Incorrectly editing the registry might severely damage your system. Before making changes to the registry, back up valuable data on the computer.

   **To back up the Registry**

   a. On the Windows taskbar, click **Start**.
   b. Depending on your operating system, do one of the following:
      - In Windows Vista: In **Start Search**, type `regedit`, and then press **Enter**.
        When the User Account Control dialog box appears, click **Continue**.
      - In Windows XP: Click **Run**. When the **Run** dialog box appears, type `regedit`, and then press **Enter**.

      The **Registry Editor** appears.
   c. In the **Registry Editor**, select **My Computer**.
   d. With **My Computer** highlighted, click **File**, and then click **Export**.
   e. Browse to a storage location that is easy for you to remember; for example: **My Documents** or **Desktop**.
   f. In the **Export Range** area, select **All**.
   g. Enter a filename for the backed up Registry.
      HP suggests naming the file with the current date; for example: Registry Backup 04_01_07.
   h. Click **Save** to save the Registry.

6. Edit the registry.

   **To edit the Registry**

   a. Select the **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Spooler** Registry key.
      Details of the Registry key appears on the pane to the right.
   b. Check the **DependOnService** data string (in the pane on the right) to see if **lexbces** is listed in the **Data** column.

c. If the **Data** column contains **lexbces**, right-click **DependOnService** and select **Modify**.

   Do one of the following:

   - If you see only **lexbces**, but not **RPCSS**, delete **lexbces** and enter **RPCSS**.
   - If you see both **lexbces** and **RPCSS**, delete only **lexbces** and keep **RPCSS**.

d. Click **OK**.

7. Restart the computer, and then try to scan again.
   If you can scan successfully, then proceed with the next step to restart the **Lexbcserver** service.

   **NOTE:** Restarting the service enables the normal functionality of the Lexmark or Dell devices without affecting HP software.

8. Restart the **Lexbcserver** service.

   **To restart the service**

   a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
      The **Computer Management** screen appears.
   b. Double-click **Services and Applications**, and then double-click **Services**.
   c. In the right pane, right-click **Lexbceserver**, and then click **Properties**.
   d. On the **General tab**, in the **Service status** area, click **Start**.
   e. From the **Startup type** drop-down menu, select **Automatic**, and then click **OK**.
   f. Click **OK** to close the dialog box.

**Cause:** The **Lexbceserver** service installed by a Lexmark printer, Lexmark all-in-one, or Dell all-in-one, caused a scan communication error.

If this did not solve the issue, try the next solution.

---

### Solution 9: Run the Scan Diagnostic Utility

**Solution:** Download and run the **Scan Diagnostic** utility to find and correct problems with your product.

**To download and run the Scan Diagnostic utility**

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Type your product name and model number in the field provided, and then press **Enter**.
4. Select the operating system of your computer where the HP software is installed.

5. Go to the **Utility** section and download the **HP Scan diagnostic** utility.
6. Try to scan.
   If an error condition is identified with any of the HP software components, a red X is displayed next to the component. If there is no error condition, a green check mark is displayed next to the component. The utility is equipped with a **Fix** button to correct the error conditions.

**Cause:** There was a problem with the connection between the product and the computer.

If this did not solve the issue, try the next solution.

---

### Solution 10: Download and install the unexpected internal error and communications failure patch

**Solution:** Download and instal the **unexpected internal error and communications failure** patch.

This patch resolves the **An unexpected internal error has occurred** error and other communication failures with the product.

**To install the patch**

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Select the operating system of your computer where the HP software is installed.
4. Go to the **Patch** section and download the **HP Image zone/photo and imaging unexpected internal error and communications failure patch**.
5. Double-click the patch to install it on the computer.
6. Try to scan.

**Cause:** You needed to install the **unexpected internal error and communications failure** patch.

If this did not solve the issue, try the next solution.

---

### Solution 11: Check the USB chipset and controller

**Solution:** Check the USB chipset and controller.

Scan communication errors can occur because of compatibility issues with USB chipsets installed on the computer. This can be caused by a mismatch in the handshake timing between HP product chipset and certain types of USB chipsets on the computer.

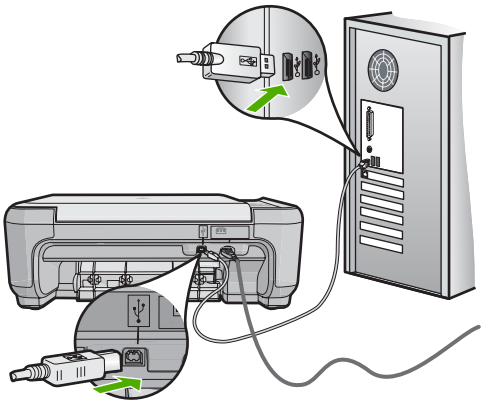
**To check the USB chipset and controller**

1. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab, and then click **Device Manager**.
3. Open **Universal Serial Bus Controllers** by clicking the plus sign (+) next to it.

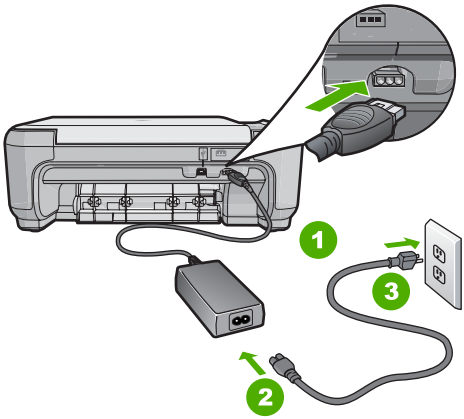
4. Check if you have one of the following chipsets listed:
   - SIS 7001 USB host controller
   - ALI chipsets
   - NEC universal host controllers
   - Intel 82801 AA, Intel 82801BA/BAM

   **NOTE:** This is not a comprehensive list. If you are experiencing communication issues while trying to scan, follow the steps below to resolve the issue.

5. Disconnect all USB devices (printers, scanners, cameras, etc.) from the computer, except the mouse or keyboard.
6. Reconnect the USB cable to the USB port on the back of the product.
7. Reconnect the other end of the USB cable to a USB port on your computer.



8. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

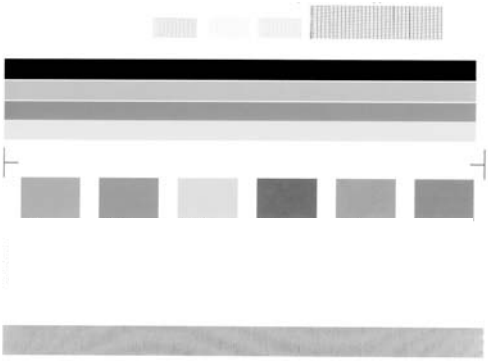



| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

9. Turn on the product.
10. Print a self-test report to test the basic standalone functionality of the product. See the following procedure for more information about printing a self-test report.
11. Try to scan.
    If the scan is successful, other USB devices connected to the computer might be causing the problem.
12. If the scan is successful, then connect one USB device at a time to the computer.
13. Test the scanning functionality after each connection, until you identify which piece of equipment is causing the problem.
14. If the product fails to scan. Or, does not establish communication with the computer along with any of the USB devices plugged in, then connect a powered USB hub between the product and the computer.
    This might help to establish, or to maintain, communication between the computer and the product. See the following section for more information about USB hubs.

**To print a self-test report**

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the Cancel button and then press the **Start Copy Color** button.
   The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
   - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
   - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
   - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

**More information about using a USB hub**

- Verify that the USB hub is a powered hub and the power adapter is plugged in. Some powered hubs do not include the power adapter as a standard item.
- The hub must be plugged into a power source.
- Some hubs cannot handle more than four full-power USB devices. You can connect a maximum of five hubs to the system.
- If the product has trouble with a hub when the hubs are connected together, or there are more than four devices on the hub, connect the product to the hub that is directly connected to the computer (unless there are known issues).

**Cause:** There was a compatibility issue with USB chipsets installed on the computer.

If this did not solve the issue, try the next solution.

---

### Solution 12: Uninstall and then reinstall the software

**Solution:** Uninstall the software completely, and then reinstall it.

**To uninstall the software and reset the product**

1. Disconnect and reset the product.

   **To disconnect and reset the product**

   **a**. Make sure the product is turned on.

   **b**. Press the On button to turn off the product.

c. Disconnect the power cord from the back of the product.
d. Reconnect the power cord to the back of the product.
e. Press the On button to turn on the product.

2. Uninstall the software completely.

**NOTE:** It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.

**To uninstall the software completely**

a. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**, (or just **Control Panel**).
b. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
c. Remove all the items that are related to the HP Photosmart Software.

**CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet (with the product name and software version number)
- HP Software update
- HP Share to Web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

d. Go to `C:\Program Files\HP` or `C:\Program Files\Hewlett-Packard` (for some older products) and delete the `Digital Imaging` folder.
e. Go to `C:\WINDOWS` and rename the `twain_32` folder to `twain_32 old`.

3. Turn off programs that run in the background.

**NOTE:** When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

**To turn off programs that run in the background**

**a**. On the Windows taskbar, click **Start**.

**b**. Depending on your operating system, do one of the following:

- In Windows Vista: In **Start Search**, type `MSCONFIG`, and then press **Enter**.
  When the User Account Control dialog box appears, click **Continue**.
- In Windows XP: Click **Run**. When the **Run** dialog box appears, type `MSCONFIG`, and then press **Enter**.

The **MSCONFIG** utility application appears.

**c**. Click the **General** tab.

**d**. Click **Selective Startup**.

**e**. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.

**f**. Click the **Services** tab, and select the **Hide All Microsoft Services** box.

**g**. Click **Disable all**.

**h**. Click **Apply**, and then click **Close**.

**NOTE:** If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

**i**. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.

**j**. Click the check box next to **Do not show this message again**.

4. Run the **Disk Cleanup** utility to delete temporary files and folders.

**To run the Disk Cleanup utility**

**a**. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.

**b**. Click **System Tools**, and then click **Disk Cleanup**.
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.

**c**. Select the appropriate check boxes to remove the unnecessary components.

**More information about the Disk Cleanup utility**

The Disk Cleanup utility frees hard disk space on your computer by doing the following:

- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components that you do not use

**d**. After selecting the components to remove, click **OK**.

5. Install the software.

**To install the software**

**a**. Insert software CD into the CD-ROM drive of the computer.
The software installation will start automatically.

> **NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run** dialog box), type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

**b**. Follow the prompts on the computer screen to install the software.

6. Try using the product again.

**Cause:** The software needed to be completely uninstalled and reinstalled.

---

## Unable to print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Print a test page
- Solution 2: Clear the print queue
- Solution 3: Disconnect and reconnect the USB cable
- Solution 4: Verify that the product is set as the default printer
- Solution 5: Check if the printer is paused or offline
- Solution 6: Clear the print queue manually
- Solution 7: Stop and restart the print spooler
- Solution 8: Verify whether the software application has a problem


### Solution 1: Print a test page

**Solution:** Print a test page to see if the product can print and is communicating with the computer.

**To print a test page**

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Right-click the icon for your product, and then click **Properties**.
3. On the **General tab**, click **Print Test Page**.
   The product should print a test page.

If the test page fails to print, make sure you set up the product properly. See the Start Here guide that came with the product for information about setting it up.

**Cause:** The product was not set up properly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Clear the print queue

**Solution:** Restart your computer to clear the print queue.

**To clear the print queue**

1. Restart your computer.
2. After the computer has restarted, check the print queue.
   a. Depending upon your operating system, do one of the following:
      - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
      - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

   b. Double-click the icon for your product to open the print queue.
   If there are no print jobs pending, the issue might have been resolved.
3. Try to print again.

**Cause:** The computer needed to be restarted to clear the print queue.

If this did not solve the issue, try the next solution.

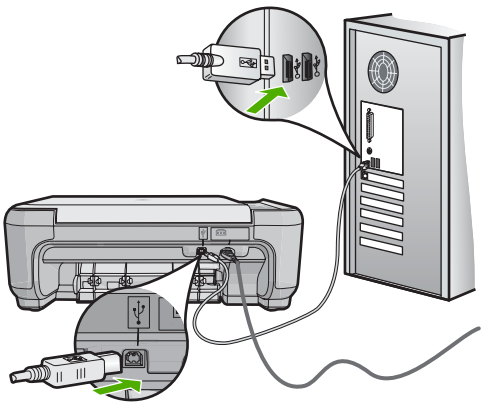
---

### Solution 3: Disconnect and reconnect the USB cable

**Solution:** Disconnect the USB cable from the computer and product, and then reconnect it.

**To disconnect and reconnect the USB cable**

1. Disconnect the USB cable from the product.
2. Disconnect the USB cable from the computer.
3. Leave the USB cable disconnected for 5-6 seconds.
4. Reconnect the USB cable to the product and the computer.



After reconnecting the USB cable, the product should start printing the jobs in queue.

**NOTE:** If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

5. If the product does not start printing automatically, start another print job.

**Cause:** The USB cable needed to be disconnected.

If this did not solve the issue, try the next solution.

---

### Solution 4: Verify that the product is set as the default printer

**Solution:** Check to make sure the product is set as the default printer and it is using the correct printer driver.

**To verify that the product is set as the default printer**

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Make sure the correct product is set as the default printer.
   The default printer has a check mark in a black circle next to it.
3. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default**.

**To verify the print driver**

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Right-click the icon next to the product, and select **Properties**.
3. Click the **Ports** tab to verify that the product is using the correct port.
   The port that the product is using is highlighted and has a check mark next to it. The product should be set to use a DOT4 or the USB00X (where X is replaced by a number) port.
4. If the product is using the wrong port, click the correct port to select it.
   The port that the product is now using is highlighted and has a check mark next to it.
5. Click the **Advanced** tab.
6. Check the driver listed in the **Driver** drop-down menu to verify that the product is using the correct driver.
   The name of your product should be listed as the driver.

7. If the wrong driver is selected, select the correct driver from the **Driver** drop-down menu.
8. Click **OK** to save your changes.

**Cause:** The product was not be set as the default printer, or the wrong driver might have been configured.

If this did not solve the issue, try the next solution.

---

### Solution 5: Check if the printer is paused or offline

**Solution:** Check to make sure the product is not paused or offline.

**To check if the printer is paused or offline**

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
   On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**. If a check mark is present on either option, click the menu option to remove it. If the menu has the **Use Printer Online** option, select that option to put a check mark next to it.
4. If you made any changes, try to print again.

**Cause:** The product was paused or offline.

If this did not solve the issue, try the next solution.

---

### Solution 6: Clear the print queue manually

**Solution:** Manually clear the print queue.

**To clear the print queue manually**

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.

4. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
5. Check the print queue again to make sure it is clear, and then try to print again. If the print queue is not clear, or if it is clear but jobs are still failing to print, proceed to the next solution.

**Cause:** The print queue needed to be manually cleared.

If this did not solve the issue, try the next solution.

---

### Solution 7: Stop and restart the print spooler

**Solution:** Restart the print spooler.

**To stop and restart the print spooler**

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Double-click **Administrative Tools**, and then double-click **Services**.
3. Scroll down the list and click **Print Spooler**, and then click **Stop** to stop the service.
4. Click **Start** to restart the service, and then click **OK**.
5. Restart the computer and try printing again after the computer has restarted.

**Cause:** The print spooler needed to be restarted.

If this did not solve the issue, try the next solution.

---

### Solution 8: Verify whether the software application has a problem

**Solution:** Verify whether the software application is the problem.

**To verify the software application**

1. Close the software application and reopen it.
2. Try to print again from the software application.

   **NOTE:** The printer might not support printing from a DOS application. Determine if the software application is Windows-based or DOS-based by checking the system requirements of the application.

3. Try printing from Notepad to see if the issue is the software application or the driver.

   **To print from Notepad**

   **a**. On the Windows taskbar, click **Start**, and then click **Programs** or **All Programs**.

   **b**. Click **Accessories**, and then click **Notepad**.

c. Type a few characters of text into Notepad.
d. Click **File**, and then click **Print**.

4. If printing is successful from Notepad but not the software application, contact the manufacturer of that application for support.

**Cause:** The software application failed or could not interface with the print driver .

---

### Product might not be correctly installed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Reset the product
- Solution 2: Check the power cord and USB cable
- Solution 3: Restart the computer
- Solution 4: Uninstall and reinstall the product
- Solution 5: Uninstall and reinstall the HP Photosmart Software




### Solution 1: Reset the product

**Solution:** Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

**Cause:** The product had to be reset.

If this did not solve the issue, try the next solution.

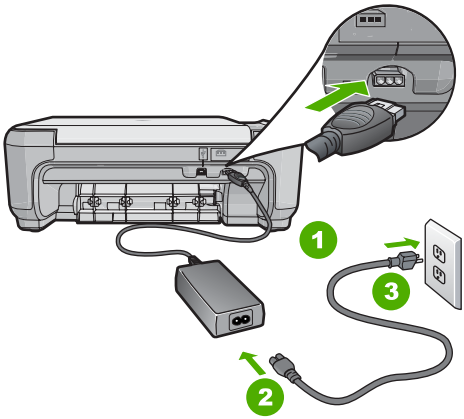
---

### Solution 2: Check the power cord and USB cable

**Solution:** Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

**To check the power supply**

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

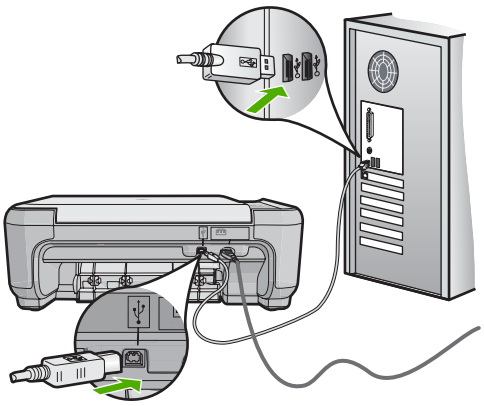



| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

**To check the USB connection**

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
   If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
   - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
   - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
   - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

   **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

**Cause:** The power cord or USB cable was not attached properly.

If this did not solve the issue, try the next solution.

---

### Solution 3: Restart the computer

**Solution:** Restart the computer.

**Cause:** You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

---

### Solution 4: Uninstall and reinstall the product

**Solution:** Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

**To uninstall and reinstall the product**

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start**, **Printers and Faxes**.
3. Right-click the product and select **Delete**.

4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

**Cause:** There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.

---

### Solution 5: Uninstall and reinstall the HP Photosmart Software

**Solution:** Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
   A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

   **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

   - HP Imaging device functions
   - HP Document Viewer
   - HP Photosmart Essential
   - HP Image Zone
   - HP Photo and imaging gallery
   - HP Photosmart, Officejet, Deskjet, (with product name and software version number)
   - HP Software update
   - HP Share to web

- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

**Cause:** There might have been a problem when you originally installed the HP Photosmart Software.

---

### Product was not found

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Reset the product
- Solution 2: Check the power cord and USB cable
- Solution 3: Restart the computer
- Solution 4: Uninstall and reinstall the product
- Solution 5: Uninstall and reinstall the HP Photosmart Software




### Solution 1: Reset the product

**Solution:** Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

**Cause:** You needed to reset the product.

If this did not solve the issue, try the next solution.

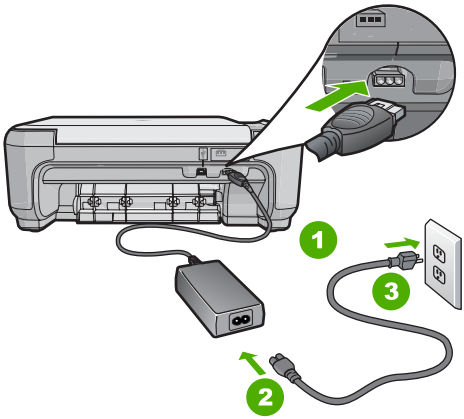
---

### Solution 2: Check the power cord and USB cable

**Solution:** Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.

**To check the power supply**

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

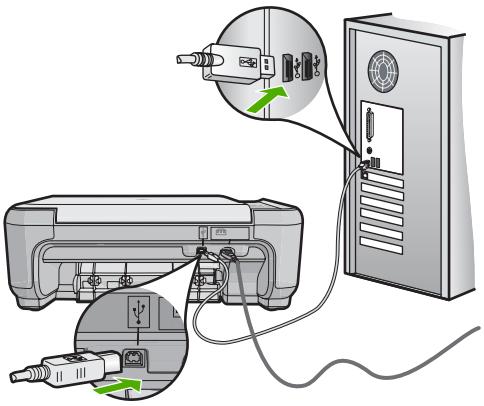



| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

**To check the USB connection**

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
   If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
   - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
   - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
   - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

   **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

**Cause:** The product was not properly connected to the computer.

If this did not solve the issue, try the next solution.

---

### Solution 3: Restart the computer

**Solution:** Restart the computer.

**Cause:** You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

---

### Solution 4: Uninstall and reinstall the product

**Solution:** Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

**To uninstall and reinstall the product**

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start**, **Printers and Faxes**.
3. Right-click the product and select **Delete**.

4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

**Cause:** There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.

---

### Solution 5: Uninstall and reinstall the HP Photosmart Software

**Solution:** Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
   A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

   **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

   - HP Imaging device functions
   - HP Document Viewer
   - HP Photosmart Essential
   - HP Image Zone
   - HP Photo and imaging gallery
   - HP Photosmart, Officejet, Deskjet, (with product name and software version number)
   - HP Software update
   - HP Share to web

- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

**Cause:** There might have been a problem when you originally installed the HP Photosmart Software.

---

### Product could not find available scan destinations

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Restart the computer
- Solution 2: Uninstall and reinstall the HP Photosmart Software




#### Solution 1: Restart the computer

**Solution:** Restart the computer.

**Cause:** You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Uninstall and reinstall the HP Photosmart Software

**Solution:** Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
   A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

   △ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

   - HP Imaging device functions
   - HP Document Viewer
   - HP Photosmart Essential
   - HP Image Zone
   - HP Photo and imaging gallery
   - HP Photosmart, Officejet, Deskjet, (with product name and software version number)
   - HP Software update
   - HP Share to web
   - HP Solution Center
   - HP Director
   - HP Memories Disk Greeting Card Creator 32

**Cause:** There might have been a problem when you originally installed the HP Photosmart Software.

### Required software component was not found or was incorrectly installed

**Solution:** Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
   A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

   △ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

   - HP Imaging device functions
   - HP Document Viewer
   - HP Photosmart Essential
   - HP Image Zone
   - HP Photo and imaging gallery
   - HP Photosmart, Officejet, Deskjet, (with product name and software version number)
   - HP Software update
   - HP Share to web
   - HP Solution Center
   - HP Director
   - HP Memories Disk Greeting Card Creator 32

   **Cause:** There might have been a problem when you originally installed the HP Photosmart Software.



### Error occurred while communicating with the product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Reset the product
- Solution 2: Check the power cord and USB cable
- Solution 3: Restart the computer
- Solution 4: Uninstall and reinstall the product
- Solution 5: Uninstall and reinstall the HP Photosmart Software
- Solution 6: Contact HP support for service


### Solution 1: Reset the product

**Solution:** Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

**Cause:** You needed to reset the product.

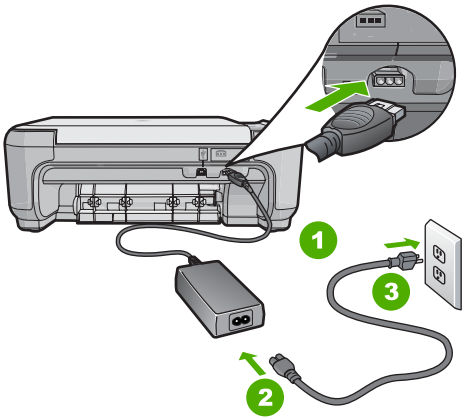
If this did not solve the issue, try the next solution.

### Solution 2: Check the power cord and USB cable

**Solution:** Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

#### To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

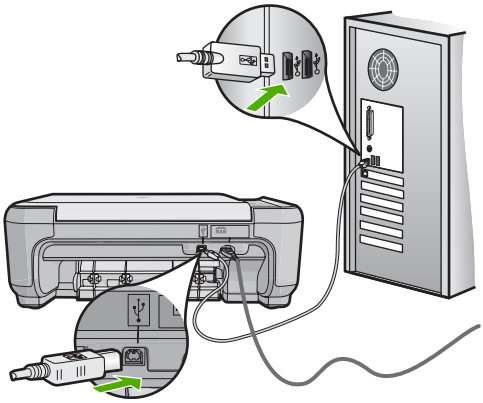



| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

#### To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
   If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
   - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
   - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
   - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

   **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

**Cause:** The power cord or USB cable was not attached properly.

If this did not solve the issue, try the next solution.

### Solution 3: Restart the computer

**Solution:** Restart the computer.

**Cause:** You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

### Solution 4: Uninstall and reinstall the product

**Solution:** Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

**To uninstall and reinstall the product**

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start**, **Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

**Cause:** There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.

### Solution 5: Uninstall and reinstall the HP Photosmart Software

**Solution:** Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

**To uninstall and reinstall the software**

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
   A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

   **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

**Cause:** There might have been a problem when you originally installed the HP Photosmart Software.

If this did not solve the issue, try the next solution.

### Solution 6: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

## Missing HP Photosmart Software

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Install the HP Photosmart Software
- Solution 2: Turn on the product
- Solution 3: Turn on the computer
- Solution 4: Check the connection from the product to your computer

### Solution 1: Install the HP Photosmart Software

**Solution:** Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

**To install the HP Photosmart Software**

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

**Cause:** The HP Photosmart Software was not installed.

If this did not solve the issue, try the next solution.

---

### Solution 2: Turn on the product

**Solution:** Turn on the product.

**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 3: Turn on the computer

**Solution:** Turn on the computer

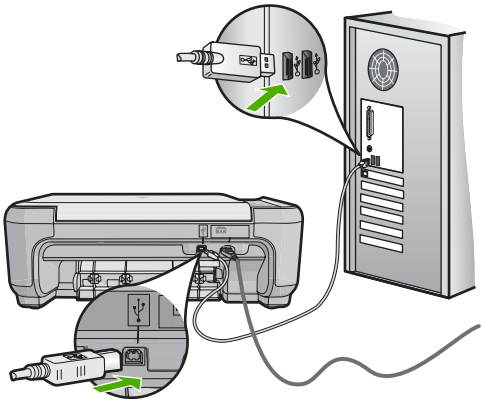
**Cause:** The computer was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 4: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on.



For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

**Cause:** The product was not properly connected to the computer.

---

## File messages

The following is a list of file-related error messages:

- Error reading or writing the file
- Unreadable files. NN files could not be read
- Photos not found
- File not found
- File format not supported
- Invalid file name
- Supported file types for the product
- File corrupted

### Error reading or writing the file

**Solution:** Check to see if you have the right folder and file name.

**Cause:** The product software could not open or save the file.

---

### Unreadable files. NN files could not be read

**Solution:** Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

---

### Photos not found

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinsert the memory card
- Solution 2: Print photos from the computer

#### Solution 1: Reinsert the memory card

**Solution:** Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Print photos from the computer

**Solution:** Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the HP Photosmart Software.

**Cause:** No photos were found on the memory card.

---

### File not found

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to create a print preview file.

---

### File format not supported

**Solution:** Open the file in another application, and save it in a format that the HP software recognizes.

**Cause:** The HP software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

---

### Invalid file name

**Solution:** Make sure that you are not using any invalid symbols in the file name.

**Cause:** The file name you entered was invalid.

---

### Supported file types for the product

The product software only recognizes JPG and TIF images.

### File corrupted

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinsert the memory card in the product
- Solution 2: Reformat the memory card in your digital camera.

#### Solution 1: Reinsert the memory card in the product

**Solution:** Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Reformat the memory card in your digital camera.

**Solution:** Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

**Cause:** The memory card file system was corrupted.

---

## General user messages

The following is a list of messages related to common user errors:

- Cannot crop
- Borderless printing error
- Memory card error
- Disconnected
- Out of disk space
- Card access error
- Use only one card at a time
- Card is inserted incorrectly
- Card is damaged
- Card is not fully inserted

### Cannot crop

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Close some applications or restart your computer
- Solution 2: Empty the Recycle Bin on your desktop

#### Solution 1: Close some applications or restart your computer

**Solution:** Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

**Cause:** The computer did not have enough memory.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Empty the Recycle Bin on your desktop

**Solution:** Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

**Cause:** For scanning, there must be at least 50 MB of space available on your computer's hard disk.

---

### Borderless printing error

**Solution:** Borderless printing cannot occur with only the black print cartridge installed. Install the tri-color print cartridge.

For more information, see:

“Replace the print cartridges” on page 81

**Cause:** The product was in ink-backup mode with only the black print cartridge installed, and a borderless print job was initiated.

---

### Memory card error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Remove all but one memory card
- Solution 2: Push the memory card all the way forward

#### Solution 1: Remove all but one memory card

**Solution:** Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

**Cause:** There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

---

### Solution 2: Push the memory card all the way forward

**Solution:** Remove the memory card and reinsert it in the memory card slot until it stops.

**Cause:** You had not fully inserted the memory card.

---

### Disconnected

**Solution:** Make sure your product is turned on and connected to your computer.

**Cause:** Your product was not turned on.

---

### Out of disk space

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to perform the task.

---

### Card access error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Remove all but one memory card
- Solution 2: Push the memory card all the way forward

### Solution 1: Remove all but one memory card

**Solution:** Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

**Cause:** There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

---

### Solution 2: Push the memory card all the way forward

**Solution:** Remove the memory card and reinsert it in the memory card slot until it stops.

**Cause:** You had not fully inserted the memory card.

---

### Use only one card at a time

**Solution:** You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

**Cause:** Multiple memory cards were inserted in the product.

---

### Card is inserted incorrectly

**Solution:** Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The card was inserted backwards or upside down.

---

### Card is damaged

**Solution:** Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

**Cause:** You formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

---

### Card is not fully inserted

**Solution:** Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was not fully inserted.

---

## Paper messages

The following is a list of paper-related error messages:


- Paper upside down
- Paper orientation error
- Cannot load paper from input tray
- Ink is drying
- Out of paper
- Paper jam or misfeed
- Paper mismatch
- Wrong paper width




### Paper upside down

**Solution:** Load paper in the input tray print side down.

**Cause:** Paper in the input tray was upside down.

---

### Paper orientation error

**Solution:** Insert paper into the input tray with the short edge forward and the print side down. Slide the paper forward until it stops.

**Cause:** Paper in the input tray was in landscape orientation.

---

### Cannot load paper from input tray

**Solution:** If the product is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. Press **OK** on the control panel to continue your print job.

**Cause:** There was not enough paper in the input tray.

---

### Ink is drying

**Solution:** Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

**Cause:** Transparencies and some other media require a drying time that is longer than normal.

---

### Out of paper

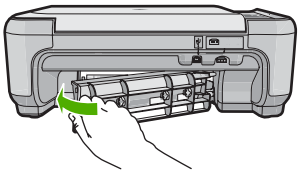
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Replace the rear door

- Solution 2: Make sure the paper is loaded correctly
- Solution 3: Check the print settings
- Solution 4: Clean the paper feed rollers with the HP Paper Feed Cleaning Kit
- Solution 5: Clean the rollers
- Solution 6: Contact HP support for service

### Solution 1: Replace the rear door

**Solution:** If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



**Cause:** The rear door was removed from the product.

If this did not solve the issue, try the next solution.

---

### Solution 2: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

"Load paper" on page 34

**Cause:** The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

---

### Solution 3: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:


- "Set the paper type for printing" on page 45
- "Change the print speed or quality" on page 46
- "Print using Maximum dpi" on page 53
- "Change copy speed or quality" on page 73


**Cause:** The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 4: Clean the paper feed rollers with the HP Paper Feed Cleaning Kit

**Solution:** Some inkjet products require a special kit, called the HP Paper Feed Cleaning Kit, to clean the paper feed rollers and resolve this issue. To see if this affects your product, go to: www.hp.com/support.

Search for "HP Paper Feed Cleaning Kit" for more information about this kit and to check whether it is required for your product.

**Cause:** The paper feed rollers were dirty and needed to be cleaned with the HP Paper Feed Cleaning Kit.

If this did not solve the issue, try the next solution.

---

### Solution 5: Clean the rollers

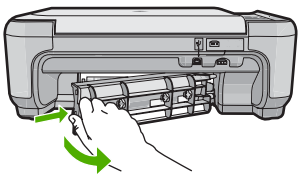
**Solution:** Clean the rollers.

Make sure you have the following materials available:

- Lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water.

**To clean the rollers**

1. Turn off the product and remove the power cord.
2. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear door. Gently push the door forward until it snaps into place.
6. Plug the power cord back in, and turn on the product.
7. Try to print again.

**Cause:** The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

---

### Solution 6: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

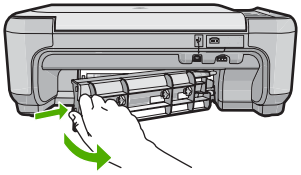
---

### Paper jam or misfeed

**Solution:** In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

**To clear a paper jam from the rear door**

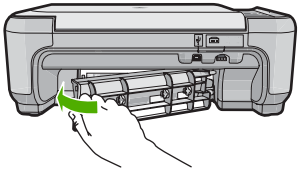
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



2. Gently pull the paper out of the rollers.

   △ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press **OK** on the control panel to continue the current job.

**Cause:** Paper had jammed in the product.

---

### Paper mismatch

**Solution:** Change the print setting or load the appropriate paper in the input tray.

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

For more information, see:

- “Set the paper type for printing” on page 45
- “Set the paper size” on page 44

**Cause:** The print setting for the print job did not match the paper type or size loaded in the product.

---

### Wrong paper width

**Solution:** Change the print setting or load the appropriate paper in the input tray.

For more information, see:

“Set the paper type for printing” on page 45

**Cause:** The print setting chosen for the print job did not match the paper loaded in the product.

---

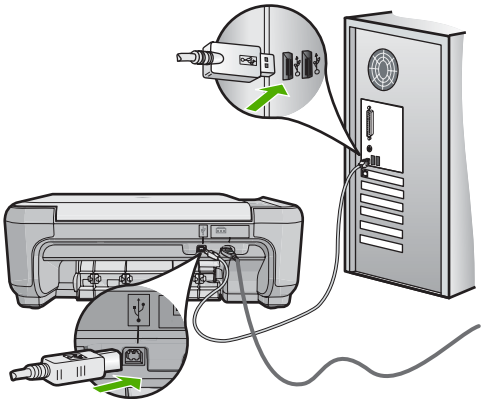
## Power and connection messages

The following is a list of power- and connection-related error messages:

- Product not found
- Communication test failed
- Improper shutdown
- Two-way communication lost

### Product not found

**Solution:** If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



**Cause:** The USB cable was not plugged in properly.

---

### Communication test failed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Turn on the product
- Solution 2: Connect the product to the computer

### Solution 1: Turn on the product

**Solution:** Look at the display on the product. If the display is blank and the On button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.

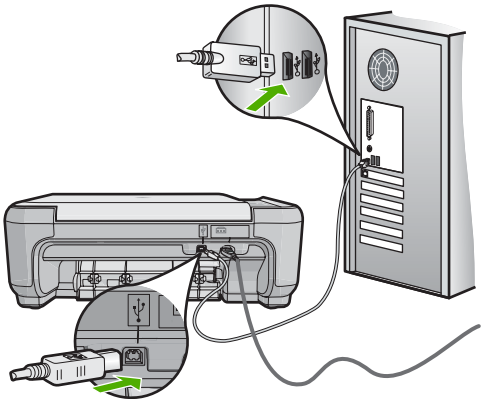
**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Connect the product to the computer

**Solution:** If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



**Cause:** The product was not connected to the computer.

---

### Improper shutdown

**Solution:** Press the On button to turn the product on and off.

**Cause:** The last time the product was used, it was not turned off properly. The product can be damaged if it is turned off by turning off the switch on a power strip or by using a wall switch.

---

### Two-way communication lost

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Turn on the product
- Solution 2: Connect the product to the computer

### Solution 1: Turn on the product

**Solution:** Look at the display on the product. If the display is blank and the On button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product.

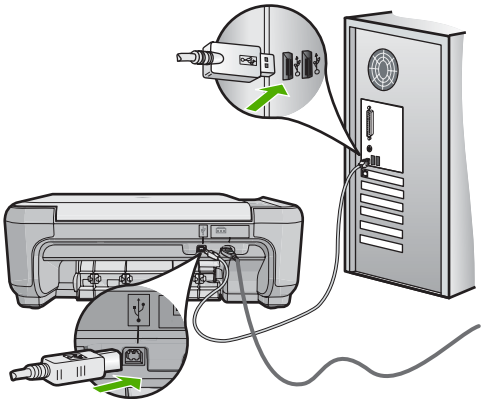
**Cause:** The product was turned off.

If this did not solve the issue, try the next solution.

---

### Solution 2: Connect the product to the computer

**Solution:** If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



**Cause:** The product was not connected to the computer.

## Print cartridge messages

The following is a list of print cartridge error messages:

- Low on ink
- Carriage stall
- Need alignment or alignment failed
- Print cartridges incorrectly installed
- Non-HP cartridges installed
- Print cartridge is missing, incorrectly installed, or not intended for your product
- Printing in ink-backup mode
- Print cartridges missing or not detected
- Incompatible print cartridges
- Print cartridge is not intended for use in this product
- Print cartridges in wrong slot
- Print cartridge problem
- Previously used genuine HP cartridge installed
- Original HP ink depleted

### Low on ink

**Solution:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator may be inaccurate or unavailable.

For HP product return and recycling information, visit us at: www.hp.com/recycle.

**Cause:** The indicated print cartridges were estimated to be low on ink and might need to be replaced soon.

### Carriage stall

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Clear the paper jam from the rear door
- Solution 2: Clear the paper jam from the front
- Solution 3: Make sure the print carriage can move freely
- Solution 4: Verify that the product is properly connected to a power source
- Solution 5: Print a self-test report
- Solution 6: Reset the product
- Solution 7: Contact HP support for service




#### Solution 1: Clear the paper jam from the rear door

**Solution:** Clear the paper jam from the rear door.

For more information, see:

"Clear paper jams" on page 114

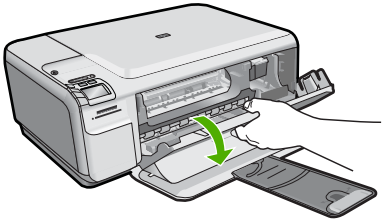
**Cause:** The product had a paper jam.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Clear the paper jam from the front

**Solution:** Turn off the product and open the print cartridge door to access the print carriage area. Gently remove any paper that is stuck between the rollers, and then turn on the product again.



If this did not solve the issue, try the next solution.

**Cause:** Paper was stuck in the front rollers.

If this did not solve the issue, try the next solution.

---

#### Solution 3: Make sure the print carriage can move freely

**Solution:** Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

**Cause:** The print carriage had stalled.

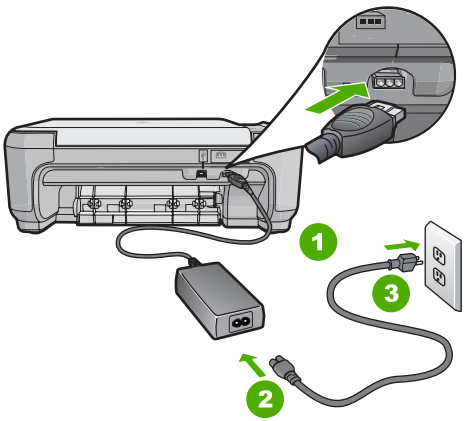
If this did not solve the issue, try the next solution.

### Solution 4: Verify that the product is properly connected to a power source

**Solution:** Verify that the product is properly connected to a suitable power source.

**To verify the product is connected to a suitable power source**

1. Make sure that you are using the power cord provided with the product.
2. If the product is connected to a computer, make sure the computer has a grounded (three-prong) power plug.
3. Make sure the power cord is firmly connected to both the product and the power adaptor.
4. Plug the power cord directly into a power outlet.




| | |
|---|---|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Power outlet |

5. Try to print from your computer.
   If the product prints when plugged directly into a power outlet while disconnected from any power strips or surge suppressors, the power strip or surge suppressor might not be allowing sufficient voltage to reach the product.
6. If the product cannot print and the print carriage is still stalled, contact HP support for service.
   Go to: www.hp.com/support.
   If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** There might not be sufficient voltage for the product.

If this did not solve the issue, try the next solution.

---

### Solution 5: Print a self-test report

**Solution:** Print a self-test report to see if the product can print.

If the product can print a self-test report and can print from the computer (if applicable), then there is no need to follow the remaining solutions, as the error message might be false.

For more information, see:

"Print a self-test report" on page 94

**Cause:** The error was false.

If this did not solve the issue, try the next solution.

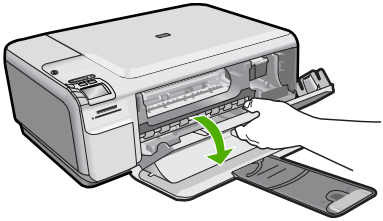
---

### Solution 6: Reset the product

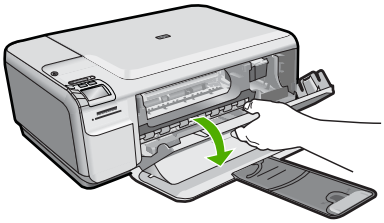
**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

**To reset the product**

1. Remove all paper loaded in the input tray.
2. Make sure that the product is turned on and remove the USB cable from the back of the product.
3. Open the print cartridge door.



   The print carriage should move to the far right side of the product.
4. Remove the print cartridges and keep them aside carefully.
5. Close the print cartridge door.
6. Disconnect the power cord from the product and wait for 60 seconds.
7. Reconnect the power cord to the product.
8. Turn on the product by pressing the On button.
9. Open the print cartridge door.



The print carriage should move to the far right side of the product.

10. Reinsert the print cartridges in the appropriate slots.
11. Close the print cartridge door.
12. Load paper in the input tray.
13. If prompted, print a cartridge calibration page, and then scan it.

**Cause:** The product experienced an error and had to be reset.

If this did not solve the issue, try the next solution.

---

### Solution 7: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

---

## Need alignment or alignment failed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Incorrect type of paper is loaded in the input tray
- Solution 2: Make sure the protective tape is removed from the print cartridges
- Solution 3: Check if print cartridges are fully inserted
- Solution 4: Align newly installed print cartridges
- Solution 5: Print cartridge might be defective

### Solution 1: Incorrect type of paper is loaded in the input tray

**Solution:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective print cartridge.

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

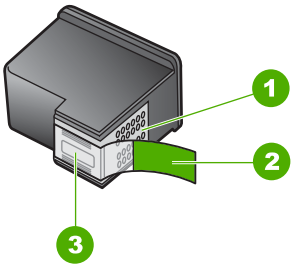
**Cause:** Incorrect type of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

---

### Solution 2: Make sure the protective tape is removed from the print cartridges

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

**Cause:** Protective tape was covering the print cartridges.

If this did not solve the issue, try the next solution.

---

### Solution 3: Check if print cartridges are fully inserted

**Solution:** Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

**Cause:** The contacts on the print cartridge were not touching the contacts in the print carriage.

If this did not solve the issue, try the next solution.

---

### Solution 4: Align newly installed print cartridges

**Solution:** You must align the print cartridges to ensure excellent print quality.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

- “Align the print cartridges” on page 87
- “Print cartridge warranty information” on page 237
- “Shop for ink supplies” on page 97

**Cause:** You installed new print cartridges that needed alignment.

If this did not solve the issue, try the next solution.

---

### Solution 5: Print cartridge might be defective

**Solution:** Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was defective.

---

### Print cartridges incorrectly installed

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

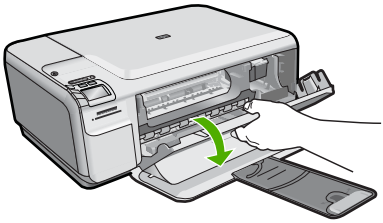
Also, make sure the print cartridges are installed into the correct slots.

**To make sure the print cartridges are installed correctly**

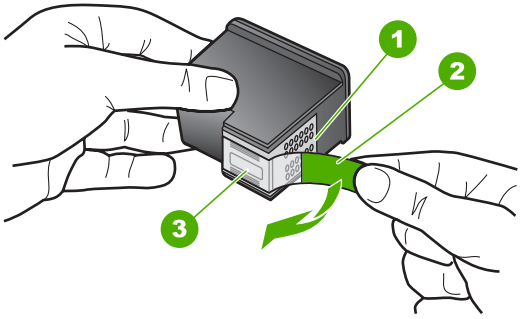
1. Make sure the product is turned on.

   △ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.

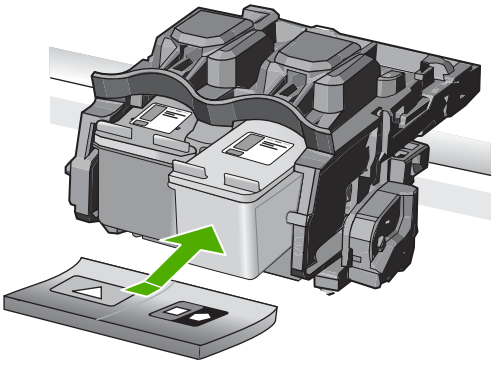


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.

---

### Non-HP cartridges installed

**Solution:** Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

**NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

“Replace the print cartridges” on page 81

**Cause:** The product detected that a non-HP print cartridge was installed.

---

### Print cartridge is missing, incorrectly installed, or not intended for your product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Insert the print cartridges
- Solution 2: Remove the tape from the print cartridges
- Solution 3: Remove and reinsert the print cartridges
- Solution 4: Contact HP support

### Solution 1: Insert the print cartridges

**Solution:** One or both of the print cartridges is missing. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the contacts of the print cartridges.

For more information, see:

“Clean the print cartridge contacts” on page 89

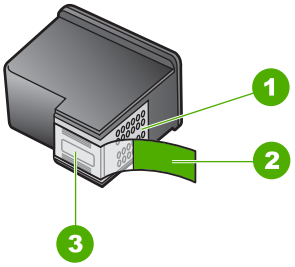
**Cause:** The print cartridge was missing.

If this did not solve the issue, try the next solution.

---

### Solution 2: Remove the tape from the print cartridges

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

**Cause:** Protective tape was covering the print cartridges.

If this did not solve the issue, try the next solution.

---

### Solution 3: Remove and reinsert the print cartridges

**Solution:** One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges and verify that they are fully

inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

For more information, see:

“Clean the print cartridges” on page 88

**Cause:** One or both of the print cartridges were not installed or were installed incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 4: Contact HP support

**Solution:** Contact HP support for service.

Go to: www.hp.com/support.

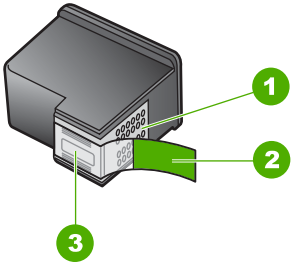
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was defective or not intended for use in this product.

---

### Printing in ink-backup mode

**Solution:** If you receive the ink-backup mode message and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

**Cause:** When the product detected that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the product and affects the quality of printouts.

---

### Print cartridges missing or not detected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinsert the print cartridges
- Solution 2: Clean the print cartridge contacts
- Solution 3: Replace the print cartridge

### Solution 1: Reinsert the print cartridges

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

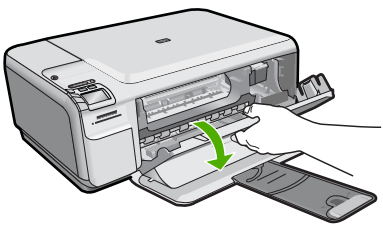
Also, make sure the print cartridges are installed into the correct slots.

**To make sure the print cartridges are installed correctly**

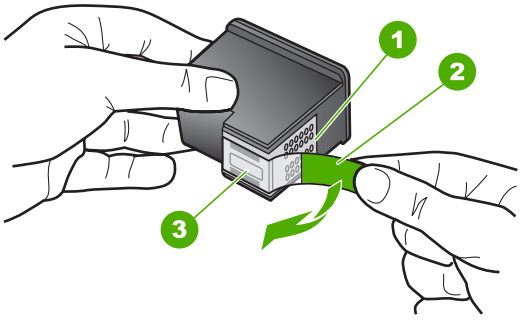
1. Make sure the product is turned on.

   △ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.

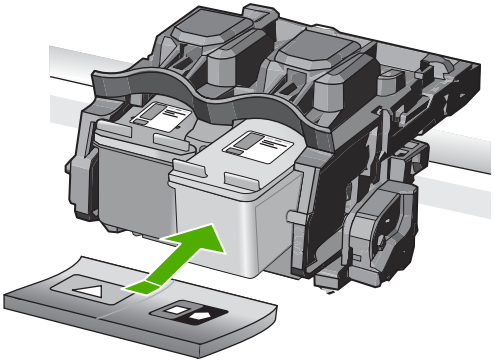


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridge were installed incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

  **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

For more information, see:

"Clean the print cartridge contacts" on page 89

**Cause:** The print cartridge contacts needed to be cleaned.

If this did not solve the issue, try the next solution.

---

### Solution 3: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

**NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

"Print cartridge warranty information" on page 237

**Cause:** The print cartridge was damaged.

---

## Incompatible print cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.


- Solution 1: Check the print cartridge
- Solution 2: Contact HP support for service

### Solution 1: Check the print cartridge

**Solution:** Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

“Replace the print cartridges” on page 81

**Cause:** The indicated print cartridges were not compatible with the product.

If this did not solve the issue, try the next solution.

---

### Solution 2: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** The print cartridges were not intended for use in this product.

---

### Print cartridge is not intended for use in this product

**Solution:** Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was not intended for use in this product.

---

### Print cartridges in wrong slot

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

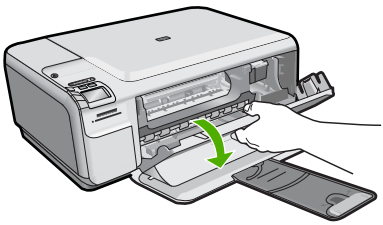
Also, make sure the print cartridges are installed into the correct slots.

**To make sure the print cartridges are installed correctly**

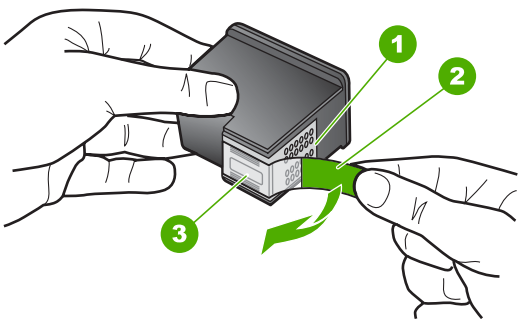
1. Make sure the product is turned on.

   △ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.

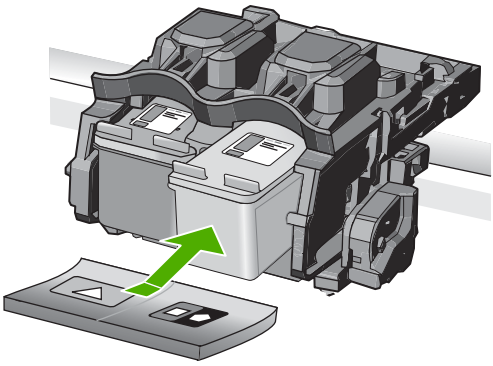


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**NOTE:** If the print cartridges are installed in the wrong slots and you cannot remove them from the product, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The indicated print cartridges were installed incorrectly.

### Print cartridge problem

The message might indicate which cartridge is causing the problem. If so, try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

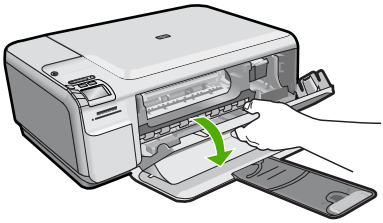
If the message does not indicate which cartridge is causing the problem, follow these steps to determine which cartridge is the problem cartridge. After you determine which cartridge is the problem cartridge, continue with the first solution.

**To determine which print cartridge is having the problem**

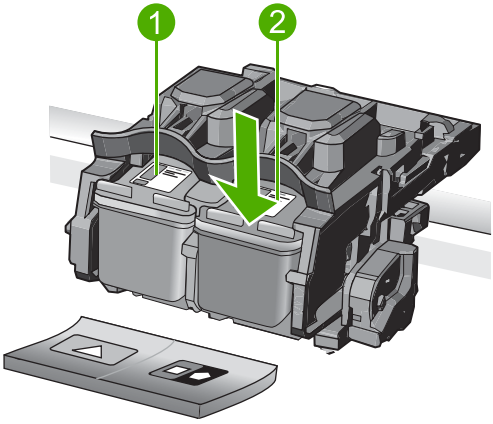
1. Make sure the product is on.

   **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.

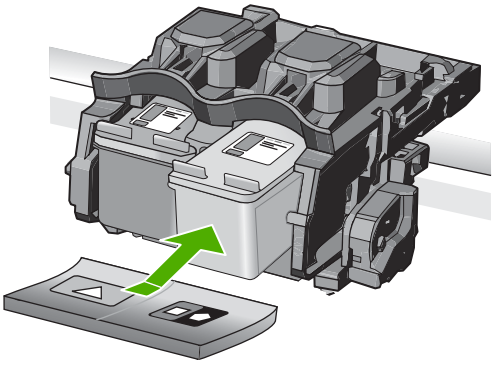


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right.
   Press down on the cartridge to release it, and then pull it toward you out of the slot.




| | |
|---|---|
| 1 | Tri-color print cartridge |
| 2 | Black print cartridge |

5. Close the print cartridge door.
6. Check to see if the error has been resolved.
   - If the error has been resolved, then there is a problem with the black print cartridge.
   - If the error has not been resolved, continue to the next step.
7. Open the print cartridge door and reinsert the black print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the slot.



8. Remove the tri-color print cartridge from the slot on the left.
   Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
    - If the error has been resolved, then there is a problem with the tri-color print cartridge.
    - If the error has not been resolved, then there is a problem with both print cartridges.
11. Open the print cartridge door and reinsert the tri-color print cartridge by sliding it forward into the slot on the left. Then push the print cartridge forward until it clicks into the slot.
12. Close the print cartridge door.


- Solution 1: Remove and reinsert the print cartridges
- Solution 2: Clean the print cartridge contacts
- Solution 3: Replace the print cartridge


### Solution 1: Remove and reinsert the print cartridges

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

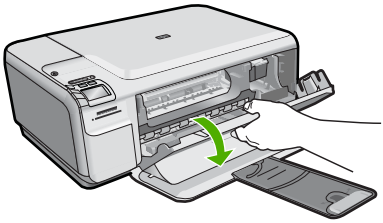
Also, make sure the print cartridges are installed into the correct slots.

**To make sure the print cartridges are installed correctly**

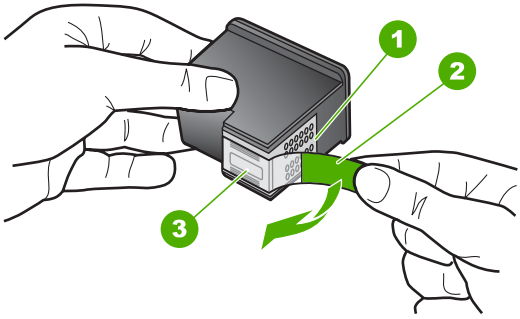
1. Make sure the product is turned on.

   △ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the product.

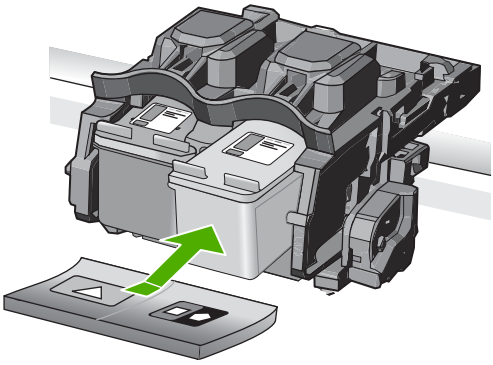


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




| | |
|---|---|
| 1 | Copper-colored contacts |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape |

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.

If this did not solve the issue, try the next solution.

---

### Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts on the print cartridges that are experiencing the problem.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

  **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

For more information, see:

"Clean the print cartridge contacts" on page 89

**Cause:** The print cartridge contacts needed to be cleaned.

If this did not solve the issue, try the next solution.

---

### Solution 3: Replace the print cartridge

**Solution:** Replace the print cartridges that are experiencing the problem. If only one of the print cartridges is experiencing the problem, you can also remove it and print using ink-backup mode.

**NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

**Cause:** One or both of the print cartridges were having a problem.

### Previously used genuine HP cartridge installed

**Solution:** Check the print quality of the current print job. If it is satisfactory, follow the prompts on the display to continue.

HP recommends that you have an new print cartridge available, to avoid printing delays.

**NOTE:** Ink levels might not be available for the indicated print cartridges.

**Cause:** The genuine HP ink cartridge was previously used in some other product.

### Original HP ink depleted

**Solution:** Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

**NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

“Replace the print cartridges” on page 81

**Cause:** The original HP ink in the indicated print cartridges had been depleted.

# 14 HP warranty and support

Hewlett-Packard provides Internet and phone support for the HP All-in-One.

This section contains the following topics:


- Warranty
- Print cartridge warranty information
- Support process
- Before you call HP support
- HP support by phone
- Additional warranty options
- HP Quick Exchange Service (Japan)
- HP Korea customer support
- Prepare the product for shipment
- Pack the HP All-in-One

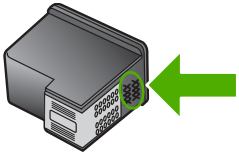

## Warranty

For more information about the warranty, see the printed documentation that came with the product.

## Print cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

## Support process

**If you have a problem, follow these steps:**

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the product

- Valuable product and troubleshooting information for common problems
- Proactive product updates, support alerts, and HP newsgrams that are available when you register the product

3. Call HP support. Support options and availability vary by product, country/region, and language.

## Before you call HP support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

**NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see “HP Quick Exchange Service (Japan)” on page 240.

**If you need to contact HP support, do the following before you call:**

1. Make sure that:
   a. The product is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset the product:
   a. Turn off the product by pressing the On button.
   b. Unplug the power cord from the back of the product.
   c. Plug the power cord back into the product.
   d. Turn on the product by pressing the On button.
3. To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
   Check the HP Web site for updated information or troubleshooting tips for the product.
4. If you are still experiencing problems and need to speak with an HP support representative, do the following:
   a. Have the specific name of the product, as it appears on the control panel, available.
   b. Print a self-test report.
   c. Make a color copy to have available as a sample printout.
   d. Be prepared to describe your problem in detail.
   e. Have your serial number ready.
   You can view the serial number by looking at the sticker on the rear side of the product. The serial number is the 10-character code in the upper left corner of the sticker.

   **NOTE:** The device serial number can also be accessed using the HP Photosmart software. To access the device serial number from the software, on the Windows taskbar, click **Start** > **All Programs** > **HP** > **HP Solution Center**. On the **Help** page, click **Technical information** under **Tools**.
5. Call HP support. Be near the product when you call.

**Related topics**

“Print a self-test report” on page 94

## HP support by phone

For a list of support phone numbers, see the printed documentation that came with the product.

This section contains the following topics:

- Phone support period

- Placing a call
- After the phone support period

### Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

### Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Model number (located on the label on the front of the product)
- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

### After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

## Additional warranty options

Extended service plans are available for the HP All-in-One at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

## HP Quick Exchange Service (Japan)

プリント カートリッジに問題がある場合は以下に記載されている電話番号に連絡してください。プリント カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのプリント カートリッジを正常品と交換し、故障したプリント カートリッジを回収します。保障期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511 ( 自動応答 )
03-3335-9800 ( 自動応答システムが使用できない場合 )

サポート時間： 平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで
祝祭日および 1 月 1 日から 3 日は除きます。

サービスの条件:

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。

  ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限:

- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your product for exchange, see “Pack the HP All-in-One” on page 241.

## HP Korea customer support

HP 한국 고객 지원 문의

- 고객 지원 센터 대표 전화
  1588-3003
- 제품가격 및 구입처 정보 문의 전화
  080-703-0700
- 전화 상담 가능 시간:
  평 일 09:00~18:00
  토요일 09:00~13:00
  (일요일, 공휴일 제외)

## Prepare the product for shipment

If after contacting HP support or returning to the point of purchase you are requested to send the product in for service, make sure you remove and keep the following items before returning your product:

- The print cartridges
- The power cord, USB cable, and any other cable connected to the HP All-in-One
- Any paper loaded in the input tray
- Any originals loaded in the HP All-in-One

**To remove print cartridges before shipment**

1. Turn on the product and wait until the print carriage is idle and silent. If the product will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.

   **NOTE:** If the product does not turn on, you can unplug the power cord and then manually slide the print carriage to the right to remove the print cartridges.

4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the product unless the HP customer support call agent instructs you to.
5. Close the print cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).

   **NOTE:** Make sure the scanner is idle and has returned to its parked position before turning off the product.

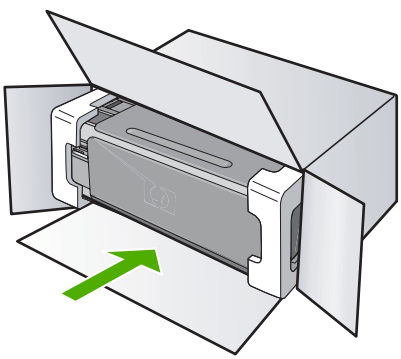
6. Press the On button to turn off the product.

## Pack the HP All-in-One

Complete the following steps once you have removed the print cartridges, turned off the product, and unplugged it.

**To pack the product**

1. If available, pack the product for shipment by using the original packing materials or the packaging materials that came with your exchange product.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
   - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
   - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   - Your name, address, and a phone number where you can be reached during the day.

# 15 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:


- Specifications
- Environmental product stewardship program
- Regulatory notices
- Regulatory wireless statements


## Specifications

Technical specifications for the HP All-in-One are provided in this section. For additional specifications, see the printed documentation that came with the HP All-in-One.

**System requirements**

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

**Paper specifications**

| Type | Paper weight | Input tray* | Output tray† | Photo tray* |
|---|---|---|---|---|
| Plain paper | 16 to 24 lb. (60 to 90 gsm) | Up to 125 (20 lb. paper) | 50 (20 lb. paper) | n/a |
| Legal paper | 20 to 24 lb. (75 to 90 gsm) | Up to 125 (20 lb. paper) | 50 (20 lb. paper) | n/a |
| Cards | 110 lb. index max (200 gsm) | Up to 40 | 25 | Up to 20 |
| Envelopes | 20 to 24 lb. (75 to 90 gsm) | Up to 15 | 15 | n/a |
| Transparency film | N/A | Up to 40 | 25 | n/a |
| Labels | N/A | Up to 40 | 25 | n/a |
| 5 x 7 inch (13 x 18 cm) Photo paper | 67 lb. Bond (252 gsm) | Up to 40 | 25 | 20 |
| 4 x 6 inch (10 x 15 cm) Photo paper | 67 lb. Bond (252 gsm) | Up to 40 | 25 | 20 |
| L 3.5 x 5 inch (8.9 x 12.7 cm) Photo paper | 67 lb. Bond (252 gsm) | Up to 40 | 25 | 20 |
| Letter (8.5 x 11 inch) / A4 (210mmx297mm) Photo paper | 67 lb. Bond | Up to 40 | 25 | n/a |

| Type | Paper weight | Input tray* | Output tray† | Photo tray* |
|---|---|---|---|---|
| | (252 gsm) | | | |

* Maximum capacity.

† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

*

**NOTE:** For a complete list of supported media sizes, see the printer driver.

**Print specifications**

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

**Copy specifications**

- Digital image processing
- Up to 10 copies from original (depends on model)
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

**Scan specifications**

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant software interface
- Resolution: up to 4800 x 4800 ppi optical (depends on model); 19200 ppi enhanced (software) For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

**Print resolution**

To find out about the printer resolution, see the printer software. For more information, see “View the print resolution” on page 45.

**Print cartridge yield**

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

**Acoustic information**

If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

## Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP’s Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Energy Star® notice
- Disposal of waste equipment by users in private households in the European Union

## Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

## Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

## Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

## HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

## Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the product is not active. This product qualifies for ENERGY STAR® which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, go to the following Web site:

www.energystar.gov

# Disposal of waste equipment by users in private households in the European Union

**English**

**Disposal of Waste Equipment by Users in Private Households in the European Union**
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

**Français**

**Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne**
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

**Deutsch**

**Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU**
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

**Italiano**

**Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea**
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

**Español**

**Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea**
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

**Česky**

**Likvidace vyloužilého zařízení uživateli v domácnosti v zemích EU**
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vyloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vyloužilých elektrických a elektronických zařízení. Likvidace vyloužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace probíhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vyloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společností provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

**Dansk**

**Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU**
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter menneskers helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

**Nederlands**

**Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie**
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

**Eesti**

**Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus**
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

**Suomi**

**Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella**
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

**Ελληνικά**

**Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση**
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

**Magyar**

**A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban**
Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönítése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

**Latviski**

**Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās**
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma otrreizējā pārstrāde. Speciāla nederīgas ierīces savākšana un otrreizējā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu otrreizējo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur otrreizējai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

**Lietuviškai**

**Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas**
Šis simbolis ant produkto arba paketės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamas elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

**Polski**

**Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej**
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

**Português**

**Descarte de equipamentos por usuários em residências da União Européia**
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos eletro-eletrônicos. A coleta separada e a reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

**Slovenčina**

**Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu**
Tento symbol na produkte alebo na jeho obale znamená, že nesmie by vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnos odovzda toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chráni prírodné zdroje a zabezpeči taký spôsob recyklácie, ktorý bude chráni ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

**Slovenščina**

**Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije**
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

**Svenska**

**Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU**
Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av el- och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

**Български**

**Изхвърляне на оборудване за отпадъци от потребители в частни домакинства в Европейския съюз**
Този символ върху продукта или опаковката му показва, че продуктът не трябва да се изхвърля заедно с домакинските отпадъци. Вие имате отговорността да изхвърлите оборудването за отпадъци, като го предадете на определено място за рециклиране на електрическо или електронно оборудване за отпадъци. Отделното събиране и рециклиране на оборудването за отпадъци при изхвърлянето му помага за запазването на природни ресурси и гарантира рециклиране, извършено така, че да не застрашава човешкото здраве и околната среда. За повече информация къде можете да оставите оборудването за отпадъци за рециклиране се свържете със съответния офис в града ви, фирмата за събиране на отпадъци или с магазина, от който сте закупили продукта

**Română**

**Înlăturarea echipamentelor uzate de către utilizatorii casnici din Uniunea Europeană**
Acest simbol de pe produs sau de pe ambalajul produsului indică faptul că acest produs nu trebuie aruncat alături de celelalte deşeuri casnice. În loc să procedaţi astfel, aveţi responsabilitatea să vă debarasaţi de echipamentul uzat predându-l la un centru de colectare desemnat pentru reciclarea deşeurilor electrice şi a echipamentelor electronice. Colectarea şi reciclarea separată a echipamentului uzat atunci când doriţi să îl aruncaţi ajută la conservarea resurselor naturale şi asigură reciclarea echipamentului într-o manieră care protejează sănătatea umană şi mediul. Pentru informaţii suplimentare despre locul în care se poate preda echipamentul uzat pentru reciclare, luaţi legătura cu primăria locală, cu serviciul de salubritate sau cu vânzătorul de la care aţi achiziţionat produsul.

# Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:


- Regulatory model identification number
- FCC statement
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- Noise emission statement for Germany
- Toxic and hazardous substance table
- Declaration of conformity (European Economic Area)
- HP Photosmart C4500 All-in-One series declaration of conformity


## Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRB-0721-02. This regulatory number should not be confused with the marketing name (HP Photosmart C4500 All-in-One series, etc.) or product numbers (Q8401A, etc.).

## FCC statement

### FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

## VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

## Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

## Noise emission statement for Germany

**Geräuschemission**

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

## Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

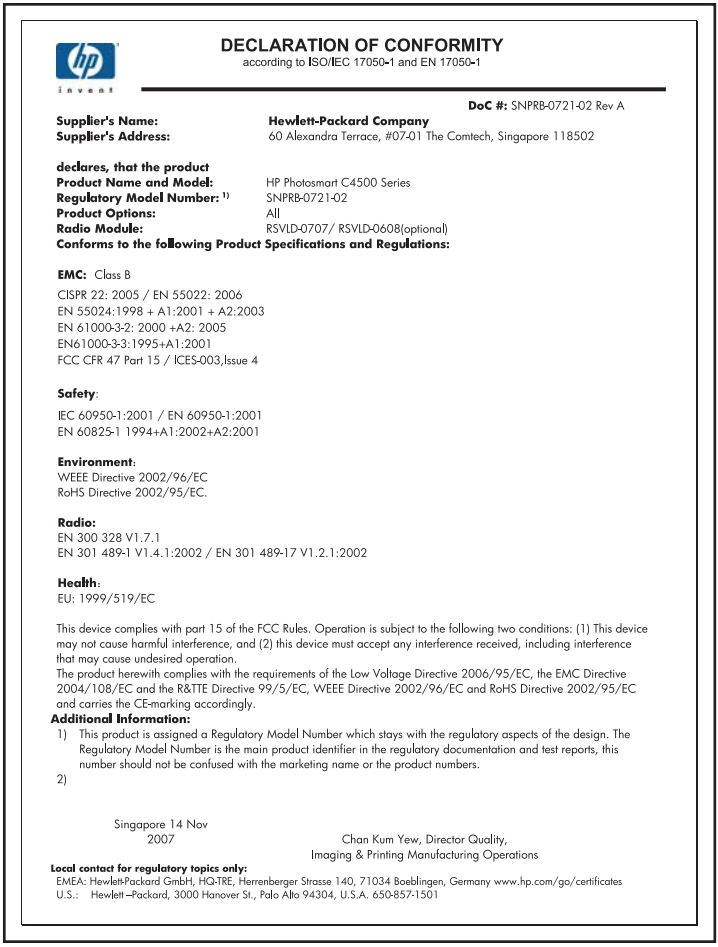
| 零件描述 | 有毒有害物质和元素 | | | | | |
|---|---|---|---|---|---|---|
| | 铅 | 汞 | 镉 | 六价铬 | 多溴联苯 | 多溴联苯醚 |
| 外壳和托盘* | 0 | 0 | 0 | 0 | 0 | 0 |
| 电线* | 0 | 0 | 0 | 0 | 0 | 0 |
| 印刷电路板* | X | 0 | 0 | 0 | 0 | 0 |
| 打印系统* | X | 0 | 0 | 0 | 0 | 0 |
| 显示器* | X | 0 | 0 | 0 | 0 | 0 |
| 喷墨打印机墨盒* | 0 | 0 | 0 | 0 | 0 | 0 |
| 驱动光盘* | X | 0 | 0 | 0 | 0 | 0 |
| 扫描仪* | X | X | 0 | 0 | 0 | 0 |
| 网络配件* | X | 0 | 0 | 0 | 0 | 0 |
| 电池板* | X | 0 | 0 | 0 | 0 | 0 |
| 自动双面打印系统* | 0 | 0 | 0 | 0 | 0 | 0 |
| 外部电源* | X | 0 | 0 | 0 | 0 | 0 |

0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制
注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品

## Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC 17050-1 and EN 17050-1. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

## HP Photosmart C4500 All-in-One series declaration of conformity



**DECLARATION OF CONFORMITY**
according to ISO/IEC 17050-1 and EN 17050-1

**DoC #:** SNPRB-0721-02 Rev A

| | |
|---|---|
| **Supplier's Name:** | **Hewlett-Packard Company** |
| **Supplier's Address:** | 60 Alexandra Terrace, #07-01 The Comtech, Singapore 118502 |

**declares, that the product**

| | |
|---|---|
| **Product Name and Model:** | HP Photosmart C4500 Series |
| **Regulatory Model Number:** 1) | SNPRB-0721-02 |
| **Product Options:** | All |
| **Radio Module:** | RSVLD-0707/ RSVLD-0608(optional) |

**Conforms to the following Product Specifications and Regulations:**

**EMC:** Class B

CISPR 22: 2005 / EN 55022: 2006
EN 55024:1998 + A1:2001 + A2:2003
EN 61000-3-2: 2000 +A2: 2005
EN61000-3-3:1995+A1:2001
FCC CFR 47 Part 15 / ICES-003,Issue 4

**Safety**:

IEC 60950-1:2001 / EN 60950-1:2001
EN 60825-1 1994+A1:2002+A2:2001

**Environment**:
WEEE Directive 2002/96/EC
RoHS Directive 2002/95/EC.

**Radio:**
EN 300 328 V1.7.1
EN 301 489-1 V1.4.1:2002 / EN 301 489-17 V1.2.1:2002

**Health**:
EU: 1999/519/EC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and the R&TTE Directive 99/5/EC, WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC and carries the CE-marking accordingly.

**Additional Information:**

1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
2)

Singapore 14 Nov 2007

Chan Kum Yew, Director Quality,
Imaging & Printing Manufacturing Operations

**Local contact for regulatory topics only:**
EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
U.S.: Hewlett –Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

# Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- European Union regulatory notice
- Notice to users in Taiwan

## Exposure to radio frequency radiation

### Exposure to radio frequency radiation

**Caution** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

## Notice to users in Brazil

### Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

## Notice to users in Canada

### Notice to users in Canada/Note à l'attention des utilisateurs canadiens

**For Indoor Use.** This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

**Utiliser à l'intérieur.** Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme a la norme RSS-210 and RSS GEN d'Industrie Canada.

## European Union regulatory notice

### European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

**Products with 2.4-GHz wireless LAN devices**

**France**

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see http://www.art-telecom.fr.

**Italy**

License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

## Notice to users in Taiwan

### 低功率電波輻射性電機管理辦法

#### 第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

#### 第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

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